



A Vehicle for Excellence

The City of Newport News, VA has been a long-standing partner of MTM Recognition. As the City continued to grow, so did their need for a comprehensive recognition platform, able to suit the variety of departments and their unique needs and budgets. Their employee engagement needed a boost, but it had to be easy to manage. Enter MTM Recognition & the Carousel All-Inclusive Platform.

Choosing MTM

The City of Newport News chose MTM's Carousel platform not only due to its flexibility, but also its room for growth in the future. The City's Carousel program administrator, Roslyn Gervin, was kind enough to share her thoughts on the system. "We were already a long term partner with MTM so we were excited to extend that relationship into Carousel. The platform was easy and provided everything we wanted and more in employee recognition. The flexibility of the system allows us to grow as we needed."

iPROPEL

Each and every Carousel customer brands their website to match their unique personality as an organization. For City of Newport News, that branding was iPROPEL. iPROPEL acts as a Vehicle for Excellence, offering a solution to recognize colleagues in a wide array of programs – peer-to-peer, safety, wellness, and special achievement awards to name a few.

Engagement & Visibility

iPROPEL has been a source of engagement and connection over the past year since its launch, especially helping to increase visibility across the organization in our increasingly remote world. Roslyn was pleasantly surprised at the results! "We have seen engagement from the most unexpected places. Some of our most skeptic departments have been the most engaged. We launched right before the pandemic so it was amazing to have a tool where we could recognize employees electronically, yet it still be able to be seen by everyone. It also has given employees insight into the things employees outside of their department do every day. Now a Police Officer can see what an Employment Specialist is doing. A Librarian can see the accolades that a Pipelayer has received."

Keeping it Simple

When asked if she considers the program easy to coordinate from both an administrator and user perspective, Roslyn answered with a resounding "Absolutely!"

It's the Small Things that Count

"Using the Carousel program has given us the ability to provide immediate recognition to employees, but more importantly it has given employees the opportunity to recognize each other. Oftentimes people think to give recognition there has to be some monumental act; when really it's the small things that matter. Carousel has provided us that opportunity.

I remember hearing feedback from an employee who had been given an e-card for their work anniversary; the employee responded 'Thank you, I've been going through a tough time lately, but this card really made me smile.'"