

Memorandum



Date: November 5, 2010

To: Honorable Chairman Dennis C. Moss
and Members, Board of County Commissioners

From: George M. Burgess
County Manager 

Subject: Monthly Report - Quality Aircraft Services, Inc.

ASC
Agenda Item No.
7(A)

On October 5, 2010, the Board of County Commissioners (Board) adopted Resolution R-1031-10, directing the Mayor to provide monthly reports on the hiring of Quality Aircraft Services, Inc. (QAS) employees by Eulen America and Swissport ("the providers") for Baggage Handling Services in the Federal Inspection Services (FIS) areas at Miami International Airport (MIA).

The attached reports provide the following information, as required by the resolution:

- 1) All open positions currently available with the providers
- 2) The wage and benefits associated with each such position
- 3) Where such positions are advertised to the public
- 4) All recently filled positions with the providers
- 5) The number of former employees of Quality Aircraft Services (QAS) who applied for such filled position
- 6) Whether such position was in fact filled with a former employee of QAS
- 7) The wage and benefits provided for the filled position

Eulen America

To date, Eulen America has hired a total of 36 former QAS employees out of a total of 80 that applied; 17 employees declined an offer or were no shows; 19 were scheduled for interview (7 were no shows and 12 were interviewed and waiting for open positions); and 8 are pending hiring decisions also waiting for open positions. The employees were hired in the positions shown and at the listed salaries. The company indicates that it does not advertise open positions; rather, it relies on the Internet and walk-ins.

Eulen HR Director Nancy Duran has noted that, because hiring any position requires a 3- to 4-week approval process involving three government agencies (Miami-Dade Aviation Department [MDAD], Transportation Security Administration [TSA], and Customs & Border Protection [CBP]), specific positions may no longer be available, and the employee may be placed in another open position. Thus, an offer of employment as a skycap may not result in the hiring for that specific position.

Swissport North America

To date, Swissport North America has hired 6 former QAS employees who applied as ramp agents in the FIS area of the South Terminal at \$13.29/hour (pursuant to Miami-Dade County's Living Wage Ordinance, effective October 1, 2010). There are currently seven open positions for ramp agents advertised on its website.

Ultra Aviation Services was sub-contracted by Swissport to handle certain positions, as the latter is bound by the Local Developing Business (LDB) requirements. Ultra Aviation Services hired the six former QAS employees who applied for their open positions as of October 2010 and has not hired any additional employees because there are no openings at this time.

Honorable Chairman Dennis C. Moss
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It should be noted that these statistics change on a daily basis, as the providers are continually recruiting and hiring employees. The information in this report is current as of the date specified.

MDAD is making every effort to ensure that the QAS employees are given precedent in hiring by the new contractors and to ease the transition, including organizing a job fair where representatives of the South Florida Workforce office will be present to assist them in their job search and placement.



Assistant County Manager

Eulen America

Monthly Hiring Report

(As of 10/20/10)

<i>Current Open Positions</i>				
Position Title	No. of Positions	Salary	Benefits	Where position was advertised to the public
Skycap	20	\$4.23/hr.	health plan/dental/vision/elective	www.eulen.com
Bag-Handler	27	\$13.29/hr.	health plan/dental/vision/elective	www.eulen.com
Supervisor	0	\$14.29/hr.	health plan/dental/vision/elective	www.eulen.com
Total Open Positions:	47			

<i>Positions Filled to Date*</i>		
Position Title	Number of QAS employees who have applied	Number of QAS employees that were hired
Skycap	24	10
Bag-Handler	9	0
Asst. Supervisor	0	0
Supervisor	10	8
Other Open	37	18
Total:	80	36

Notes

QAS = Quality Aircraft Services, Inc.

* Former QAS employees were hired at the County's Living Wage (\$13.29/hour) or salaries as indicated above.

Swissport North America / Ultra Aviation Services, Inc.
Monthly Hiring Report
(As of 10/20/10)

<i>Current Open Positions</i>				
Position Title	No. of Positions	Salary	Benefits	Where position was advertised to the public
Ramp Agent (FIS)	7	\$13.29/hr	Vacation/Holiday	www.swissportjobs.com
Total Open Positions:	7			

<i>Positions Filled to Date*</i>		
Position Title	Number of QAS employees who have applied	Number of QAS employees that were hired
Ramp Agent (FIS)	6	6
Total:	6	6

Notes

QAS = Quality Aircraft Services, Inc.

* Former QAS employees were hired at the County's Living Wage (\$13.29/hour) or salaries as indicated above.

Ultra Aviation Services, Inc.
Monthly Hiring Report
(As of 10/20/10)

<i>Current Open Positions</i>				
Position Title	No. of Positions	Salary	Benefits	Where position was advertised to the public
Skycap	0	\$4.25/hr.	0	n/a
Bag-Handler	0	\$13.29/hr	0	n/a
Asst. Supervisor	0	\$14.00/hr.	0	n/a
Supervisor	0	\$23,000/yr.	0	n/a
Total Open Positions:	0		0	

<i>Positions Filled to Date*</i>		
Position Title	Number of QAS employees who have applied	Number of QAS employees that were hired
Skycap	0	0
Bag-Handler	6	6
Asst. Supervisor	0	0
Supervisor	0	0
Total:	6	6

Notes

QAS = Quality Aircraft Services, Inc.

* Former QAS employees were hired at the County's Living Wage (\$13.29/hour) or salaries as indicated above.