

Memorandum



Date: January 20, 2011
To: Honorable Chairman Joe A. Martinez
and Members, Board of County Commissioners
From: George M. Burgess
County Manager
Subject: Monthly Report - Quality Aircraft Services, Inc.

Agenda Item No. 12B1

The following report is being provided pursuant to Resolution R-1031-10 adopted by the Board of County Commissioners on October 5, 2010, which requires a monthly report on the hiring of former 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 115 that applied; 45 employees declined an offer or were no shows and 34 are waiting on one of 47 open positions (although some of these vacancies are expected to be filled by current employees of American Eagle, which will be reducing 25 positions due to operational reasons). Of the 36 employees hired, 27 are currently working, 9 are undergoing the ID issuance process, and 1 was a no show. 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 seven former QAS employees; six were hired as ramp agents in the FIS area of the South Terminal and one was hired for Cabin Services at \$13.29/hour (pursuant to Miami-Dade County's Living Wage Ordinance, effective October 1, 2010). There are currently eight open positions advertised on its website.

Honorable Chairman Joe A. Martinez
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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.

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 holding a job fair on November 22, 2010, where representatives of the South Florida Workforce office were present to assist them in their job search and placement.


Assistant County Manager

Eulen America Monthly Hiring Report (As of 11/19/10)

<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 higher. The Skycap positions are also covered by the Living Wage; the hourly wage, including tips, is calculated to meet or exceed the Living Wage.

Swissport North America / Ultra Aviation Services, Inc.
Monthly Hiring Report
(As of 11/19/10)

<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
Cabin Service	4	\$13.29/hr	Vacation/Holiday	www.swissportjobs.com
Total Open Positions:	11			

<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
Cabin Service	1	1
Total:	7	7

Notes

QAS = Quality Aircraft Services, Inc.

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

Ultra Aviation Services, Inc.
Monthly Hiring Report
(As of 11/19/10)

<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).