

2016-2017 BUDGET QUESTION
Response to Request for Information

DEPARTMENT: Aviation and Convention Center

REQUEST NO.: 7

REQUESTED BY: Pool

DATE REQUESTED: 5/11/16

DATE POSTED: 5/25/16

REQUEST: Please provide information over the last five years on attrition/retention rates and what types of positions have high turn-over for the Convention Center and the Aviation Departments.

RESPONSE:

The table below illustrates annual employee turnover rate as reported by the City's Human Resource Department.

Department	FY 2010-11	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15
Austin Convention Center Department	6.42%	5.80%	8.51%	7.02%	8.10%
Aviation Department	9.20%	9.29%	8.86%	9.44%	5.63%

The Austin Convention Center Department's (ACCD) overall turnover rate has been increasing, with the FY 2014-15 rate 26.2% higher than that of FY 2010-11. During the last two years, both the Event Services and Sales Divisions within the ACCD have experienced higher turnover than the department's rate, at 50% and 17%, respectively. The employees in these divisions are salaried, exempt employees. Each of the employees from Event Services that left the Department went to local event services companies. The Sales staff were also recruited locally by businesses in the hotel/event industry. Convention Center staff in those divisions continue to be recruited by the local hotel and event industry.

ACCD's Gainsharing Program continues to be a necessary element of the department's compensation package to provide competitive offerings in order to recruit and retain qualified staff. Retaining experienced staff is key to providing the level of customized service our clients expect, which translates into repeat business and strong revenues. Currently, in our other main divisions – Event Operations and Building Operations – that employ the majority of our workforce, we have not experienced the higher turnover rates. These divisions employ our non-exempt/hourly workforce and are in positions that also readily translate to positions in the hotel/event industry as well. We believe ACCD's Gainsharing Program has continued to make a difference in our ability to retain the valuable employees in those areas, and provides for ACCD's overall success.

For additional information about ACCD's Gainsharing Program please reference the response to Council Budget Question #6.

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The Aviation Department experiences high turnover with the following positions:

Building and Grounds Assistants: Building and Grounds Assistants perform custodial duties in and around the terminal and outlying buildings that include picking up trash, sweeping, mopping, vacuuming, operating heavy equipment to clean floors, cleaning and stocking bathrooms, cleaning windows, etc. To keep the airport clean 24/7, they operate on a three-shift schedule. This is a low paying position at a Grade 2. The FY 2014-15 turnover rate for these positions in the Facility Services division was 12%.

Skilled Trades: Plumbers, Electricians, Carpenters, Equipment Technicians, and the Heating and Refrigeration Mechanic positions. These individuals perform skilled maintenance work in and around the terminal and outlying buildings. Much of the labor involved is manual work and can be physically demanding. To keep the airport operating safely and efficiently 24/7, they operate on a three-shift schedule and may require on-call or call back responsibilities. The FY 2014-15 turnover rate for these positions in the Building Maintenance division was 10%.