

CONTRACT: C22-3170-AP
BAGGAGE AIRLINE GUEST SERVICES (BAGS)
CONCIERGE SERVICES AT VPS
EXPIRES: 3 YEARS W/2 1 YR RENEWALS

Allyson Oury

From: Robert Chad Rogers
Sent: Wednesday, January 25, 2023 12:18 PM
To: 'Ryan Lizama'
Cc: Tracy Stage; Allyson Oury; Mike Stenson; Anthony Peterson; Greg DAMron; Alvaro Silva
Subject: RE: Revised staffing

Ryan,

Move forward with getting to the Winter Schedule ASAP and deleting the dedicated ambassador and dispatch positions completely, which should reduce your current staffing by 15 as you state below, while keeping your hardest workers that will meet the expectations.

The Director has approved a universal \$14/hr across the board for all positions other than your supervisors who will remain at their current rate. Every individual should be cross-trained and be able to push wheel chairs, assist with baggage, provide ambassador duties or anything directed by the supervisor or manager. The supervisors will be responsible for appropriately delegating personnel to meet needs based on the flight schedule daily.

We will remain at this staffing level until determined that demand outweighs resources. We will continue to talk weekly to discuss contingencies and how to meet service levels. When you believe more positions/shifts are required as we get into peak season, you can request and we will assess the need before approving seasonal over-hires.

Please let me know if any outstanding questions.

VR,

Chad