

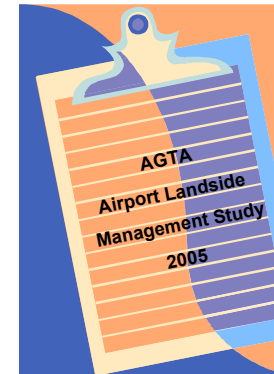


Results of the 2013 AGTA Airport Landside Management Study

Ray A. Mundy, Ph.D.

Survey Facts

- Sample Size = 103
 - Respondents = 54
 - Response Rate = 52.4%
-
- The purpose of this survey was to update information on Airport Ground Transportation employees' functions (i.e. salaries, functions, duties, etc.)



Participants

- 19 Large Airports (35%)
- 17 Medium Airports (31%)
- 18 Small Airports (33%)

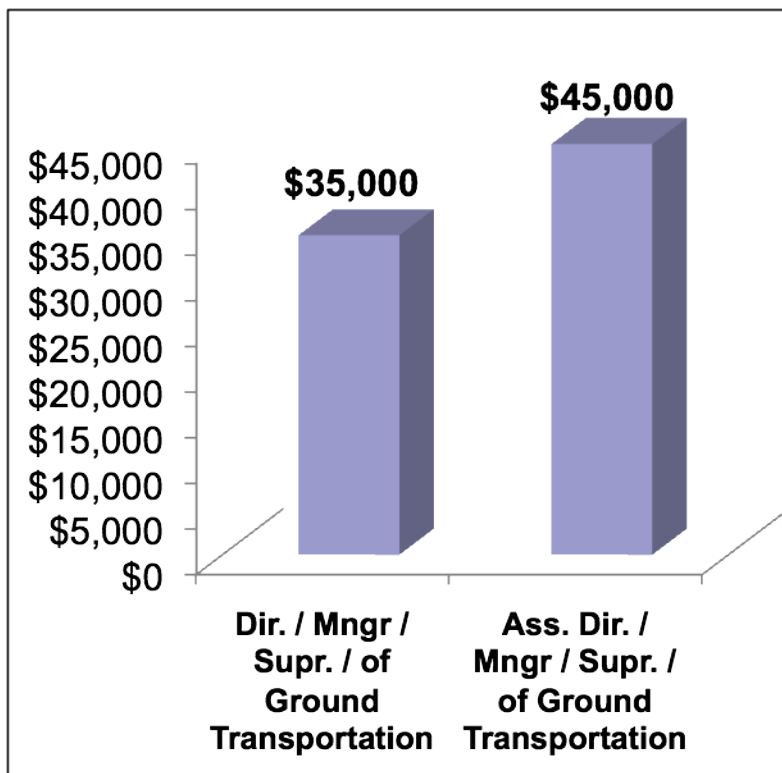
- Large Airports $\geq 8,216,153$ Boardings
- Medium Airports 7,142,610-2018526 Boardings
- Small Airports $\leq 1,808,317$ Boardings

- 49 US Airports (91%)
- 5 Canadian Airports (9%)

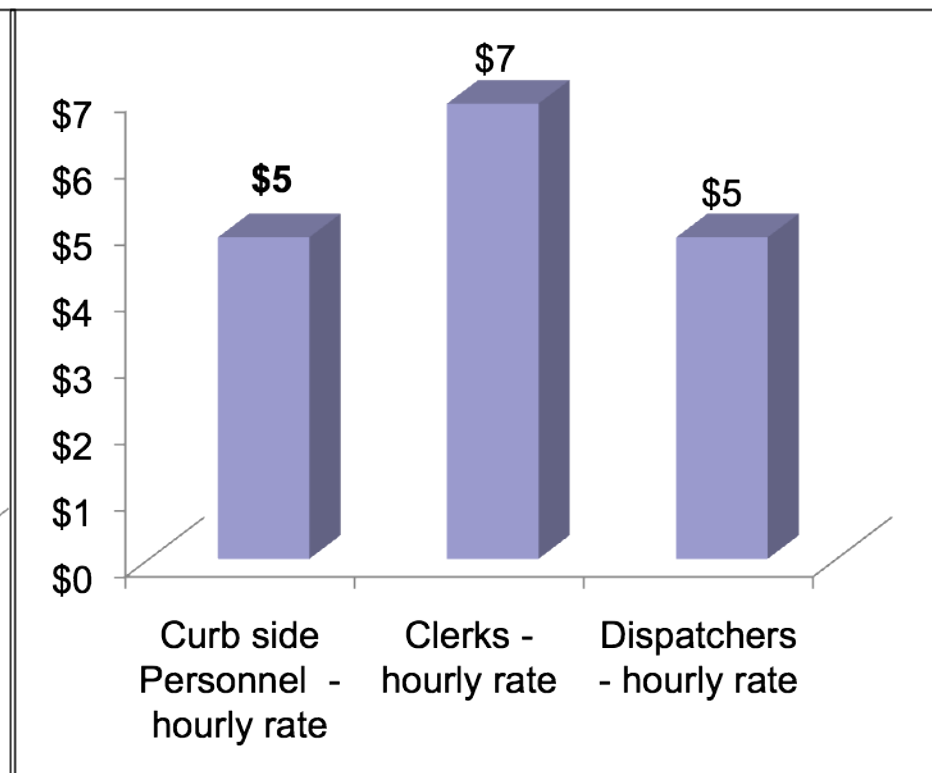


Low Salaries Found for Airport Positions

Respondents: 30

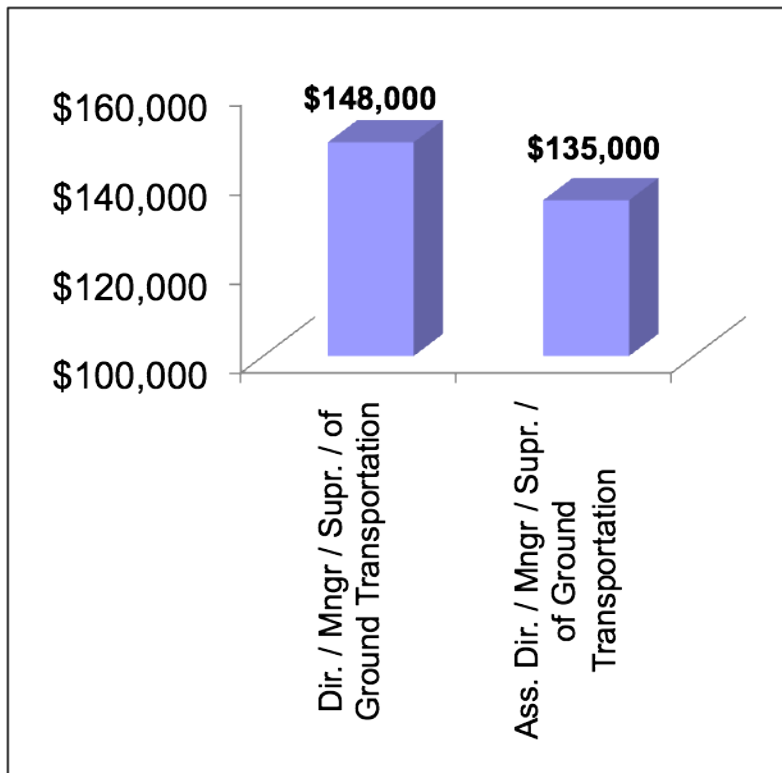


Respondents: 14 to 25

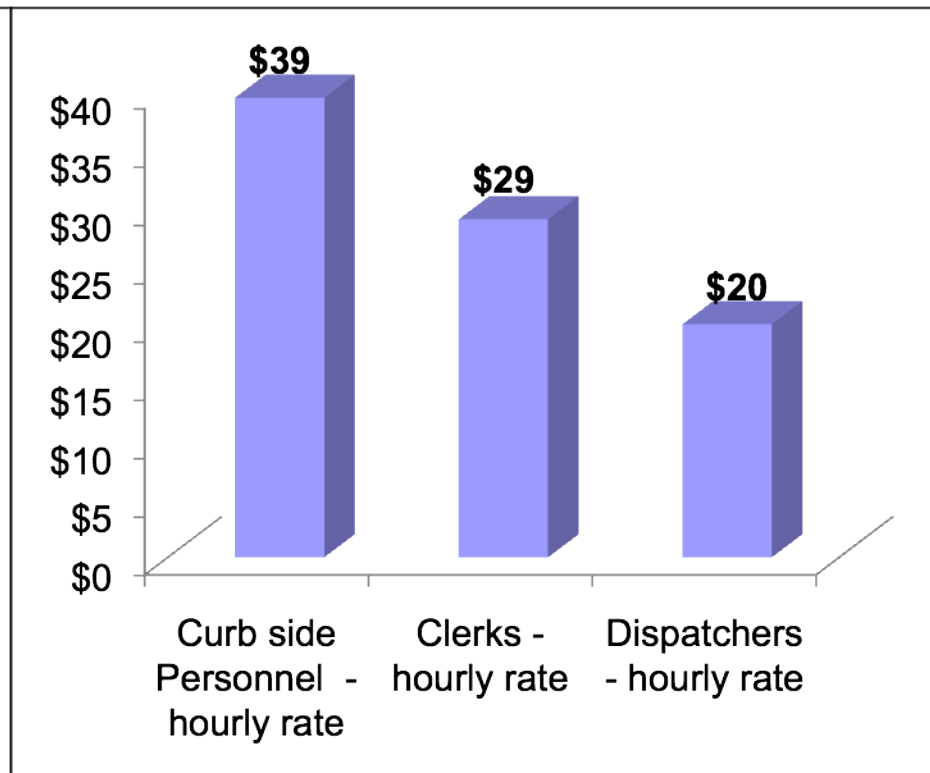


High Salaries Found for Airport Positions

Respondents: 30

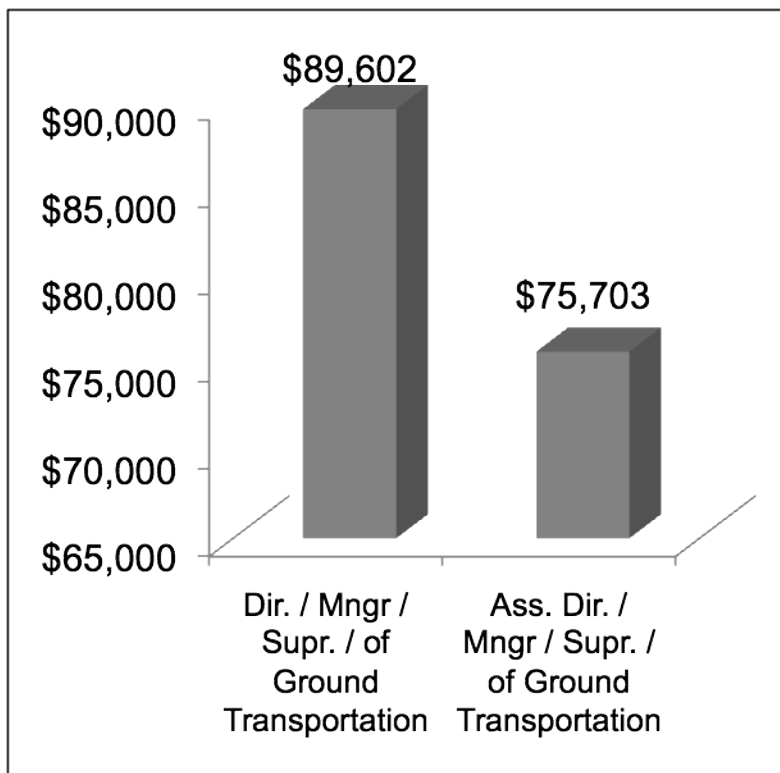


Respondents: 14 to 25

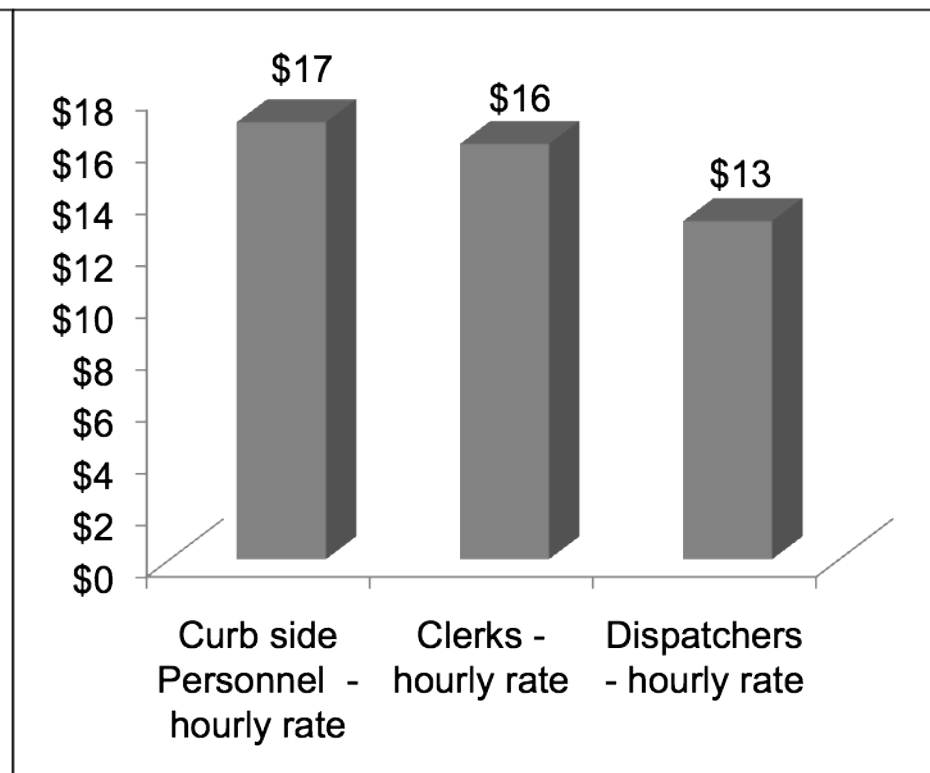


Average Salaries Found for Airport Positions


Respondents: 30



Respondents: 14 to 25



Salaried Positions

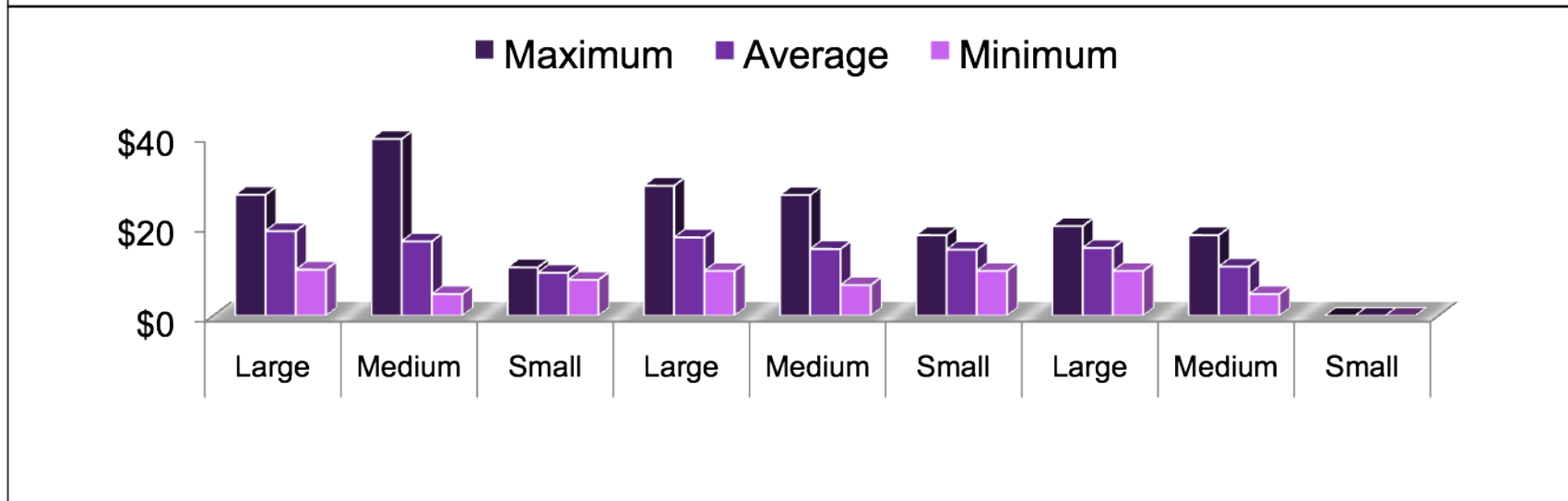
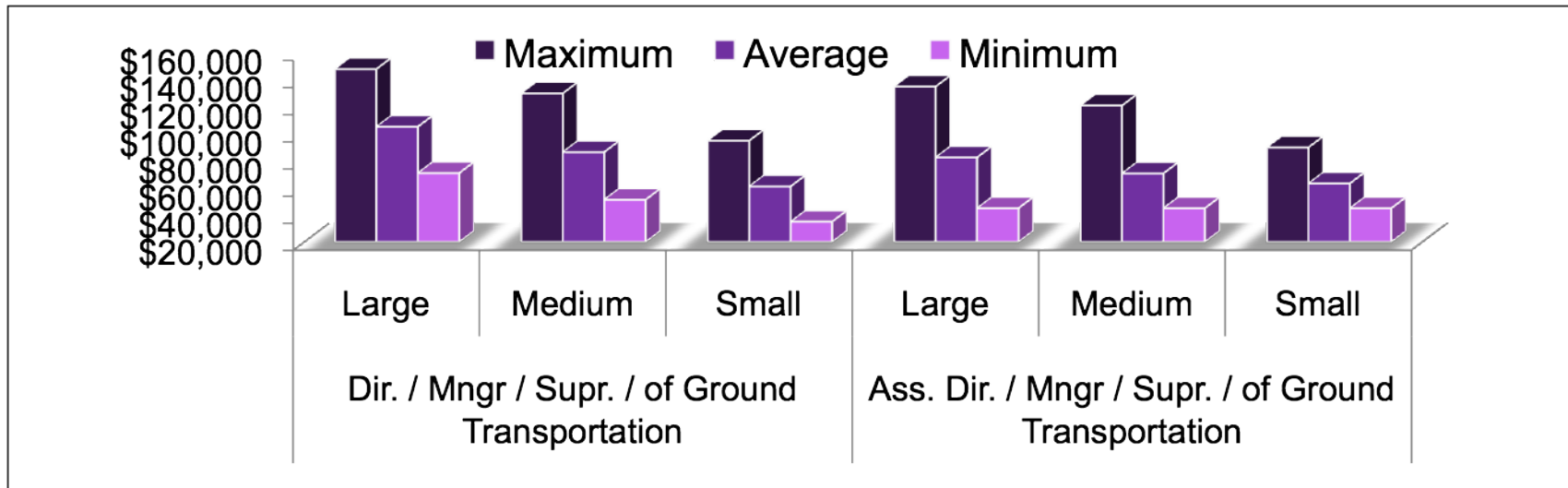
 Director/ Manager/ Supervisor	Asst. Director/ Manager/ Supervisor	Curb Side Personnel (hourly rate)	Clerks (hourly rate)	Dispatchers (hourly rate)	
Maximum	\$148,000	\$135,000	\$39	\$29	\$20
Average	\$89,602	\$75,703	\$17	\$16	\$13
Minimum	\$35,000	\$45,000	\$5	\$7	\$5
St. Dev.	\$28,497	\$24,398	\$8	\$6	\$5
Range	\$113,000	\$90,000	\$35	\$22	\$15



Comparison of Average Salaries Relative to Size of Airport

Airport Size	Director/ Manager/ Supervisor	Assistant Director/ Manager/ Supervisor	Curb Side Personnel (hourly rate)	Clerks (hourly rate)	Dispatchers (hourly rate)
Large	\$105,302	\$82,589	\$19	\$17	\$15
Medium	\$86,558	\$70,762	\$17	\$15	\$11
Small	\$61,167	\$63,333	\$10	\$15	NA

Salaried Positions

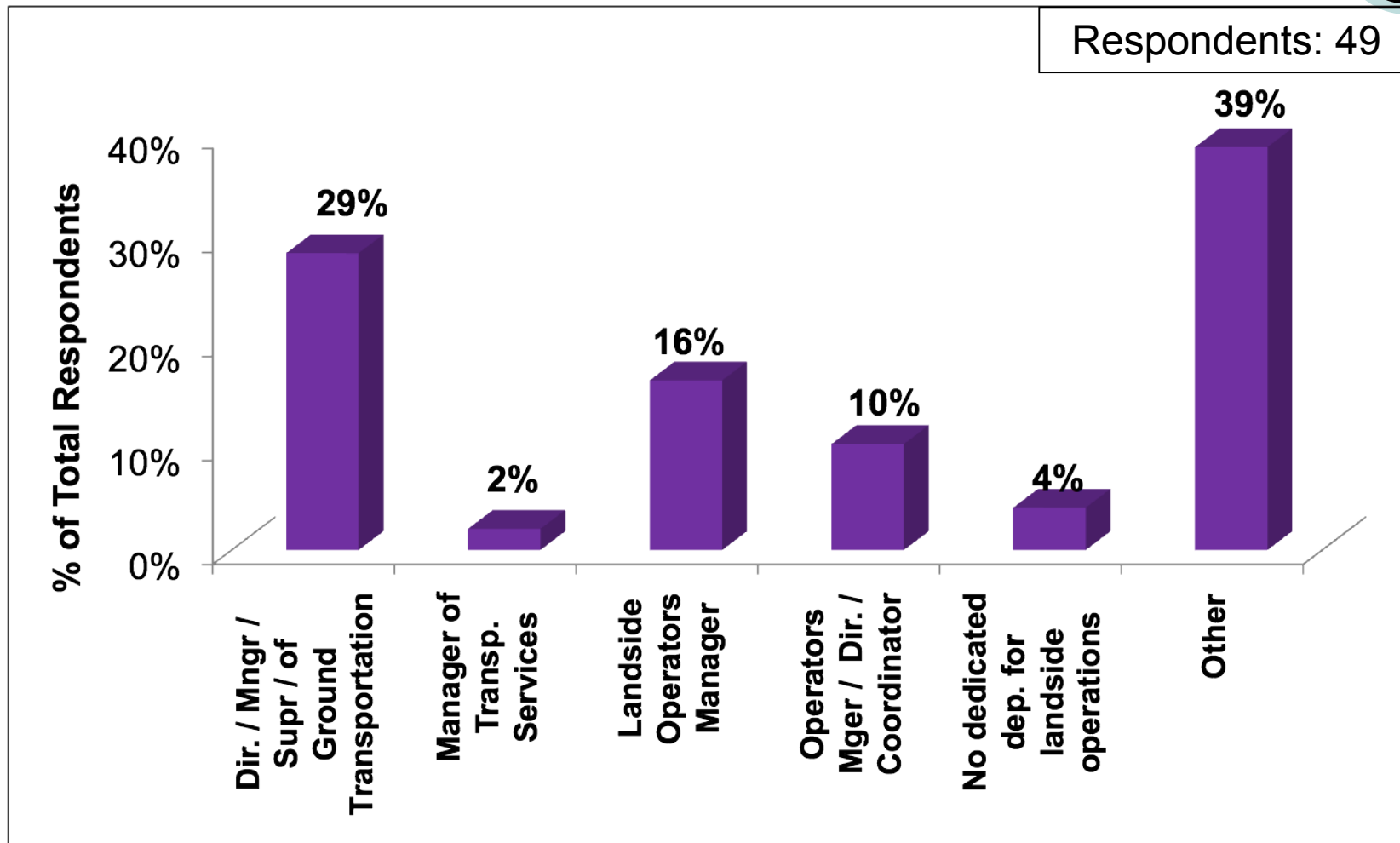


Titles

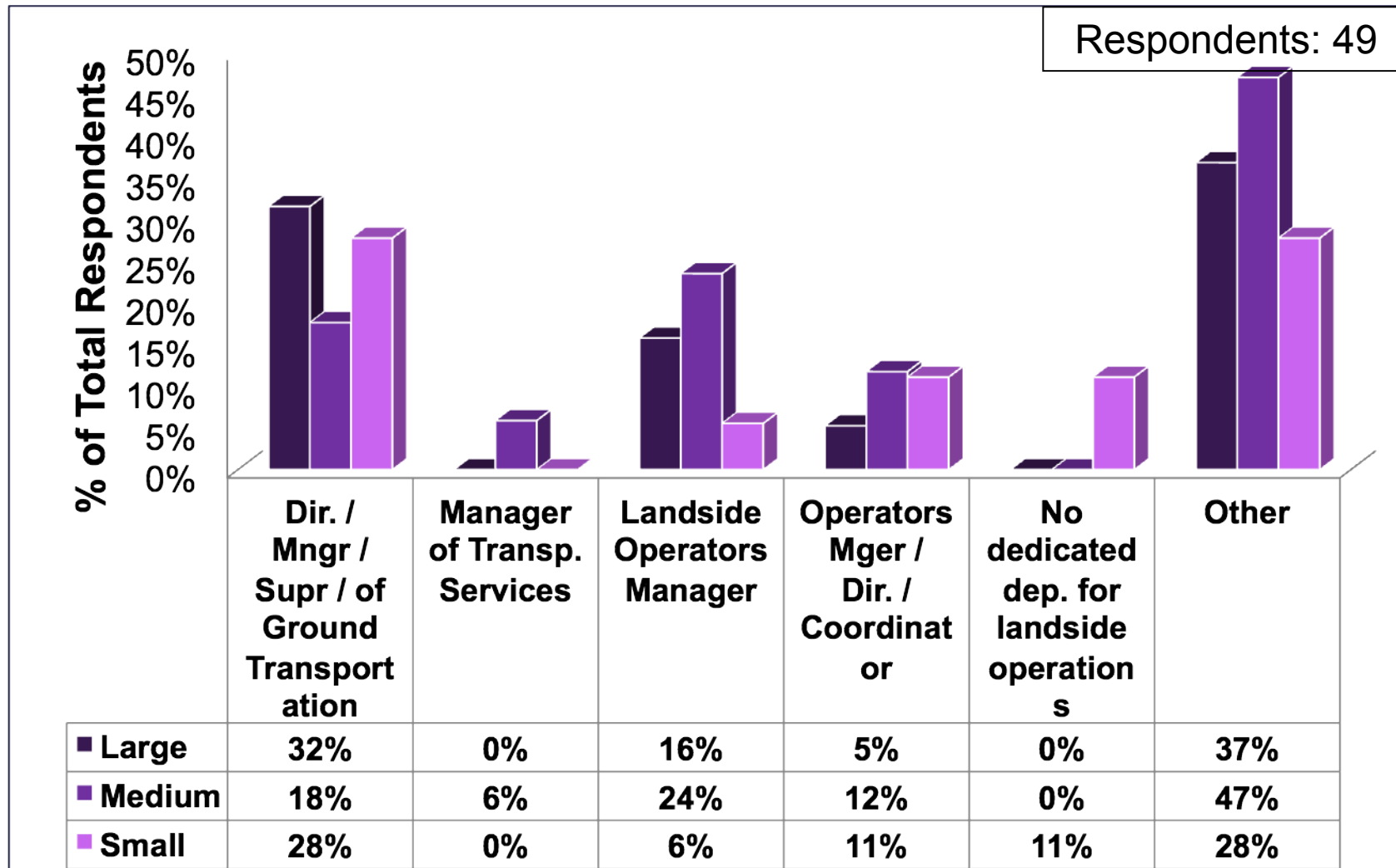
	2013	2008	2005	2000	1994	1989
Director/Manager/Supervisor of GT	14	4	26	13		
Manager of Transportation Services	1	0	0	2		
Landside Operations Manager	8	5	10	8	14	
Operators Manager/Director/Coordinator	5	0	10	3	12	14
No dedicated Department for Landside	2	0	3	3	18	18
Other	19	7	21	14	34	18



Titles - 2013



Titles – Relative to Airport Size



Other Titles

- Asst. Director
- Airport Manager
- Landside Manager
- Airport Superintendent
- Manager of Properties
- Director of Operations
- Landside Operations Specialist
- Ground Transportation Manager
- Director of Business Administration
- Director of Operations & Maintenance
- Parking & Ground Transportation Manager
- Asst. Deputy Director - Operations Services
- Manager of Ground Transportation Services
- Director of Finance & Business Administration
- General Manager, Ground Transportation & Parking
- Vice President of Terminal and Landside Operations



Duties Performed

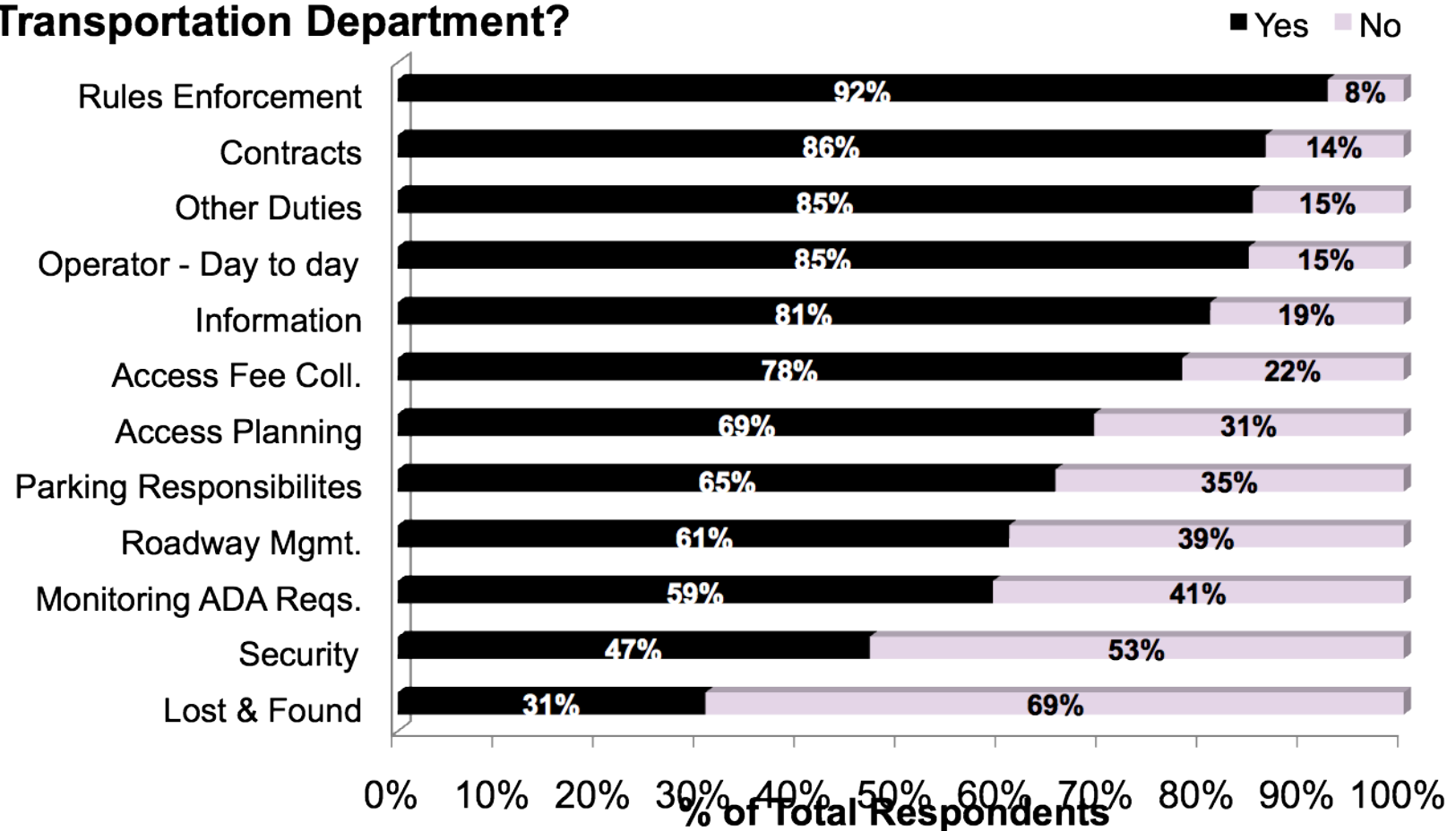
Type of duties	2013	2008	2005	2000	1994
Operators – Day to Day	85	85	65	78	78
Parking Responsibilities	65	80	75	84	67
Rules Enforcement	92	95	92	91	96
Monitoring ADA Requirements	59	75	57	70	71
Information	81	95	82	89	86
Contracts	86	85	77	94	84
Access Planning	69	90	63	85	69
Roadway Management	61	80	68	82	88
Lost and Found	31	40	28	51	49
Security	47	55	47	49	55
Access Fee Collection	78	80	73	85	65
Other Duties	85	30	40	64	60

Values in %

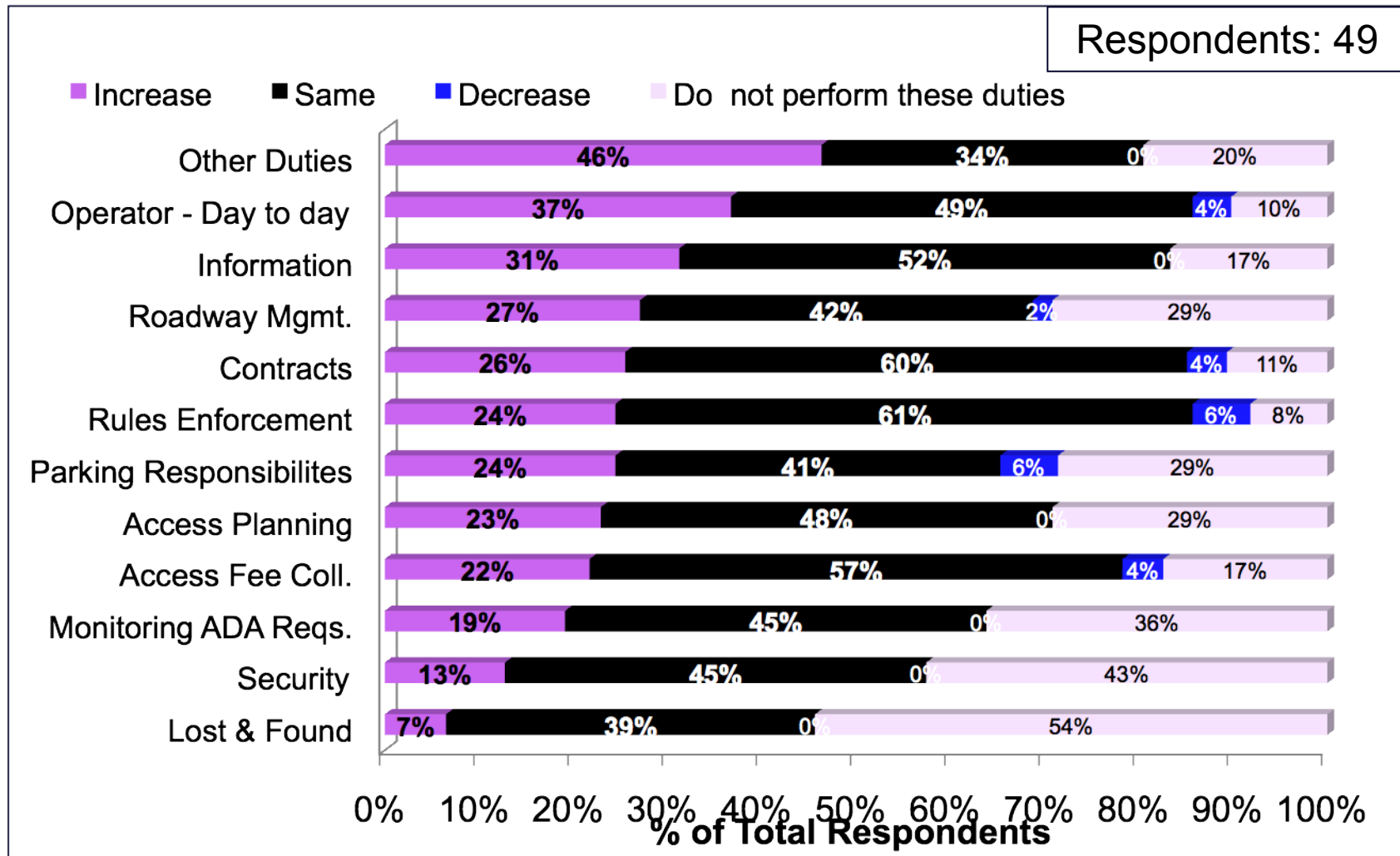
Duties

Are these duties performed by your Groundside Transportation Department?

Respondents: 53



Duties - Type of change in duties

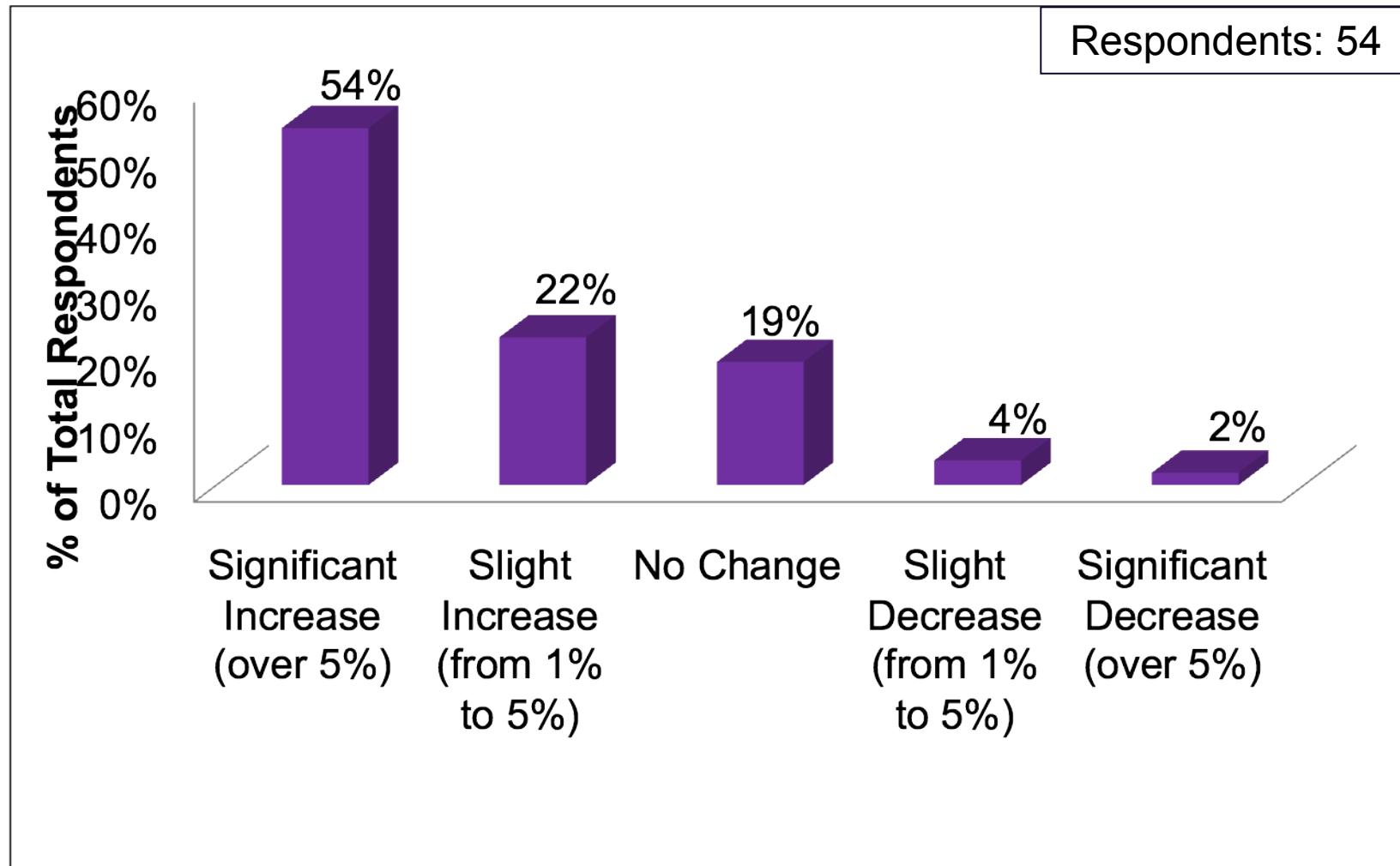


Duties - % change in duties

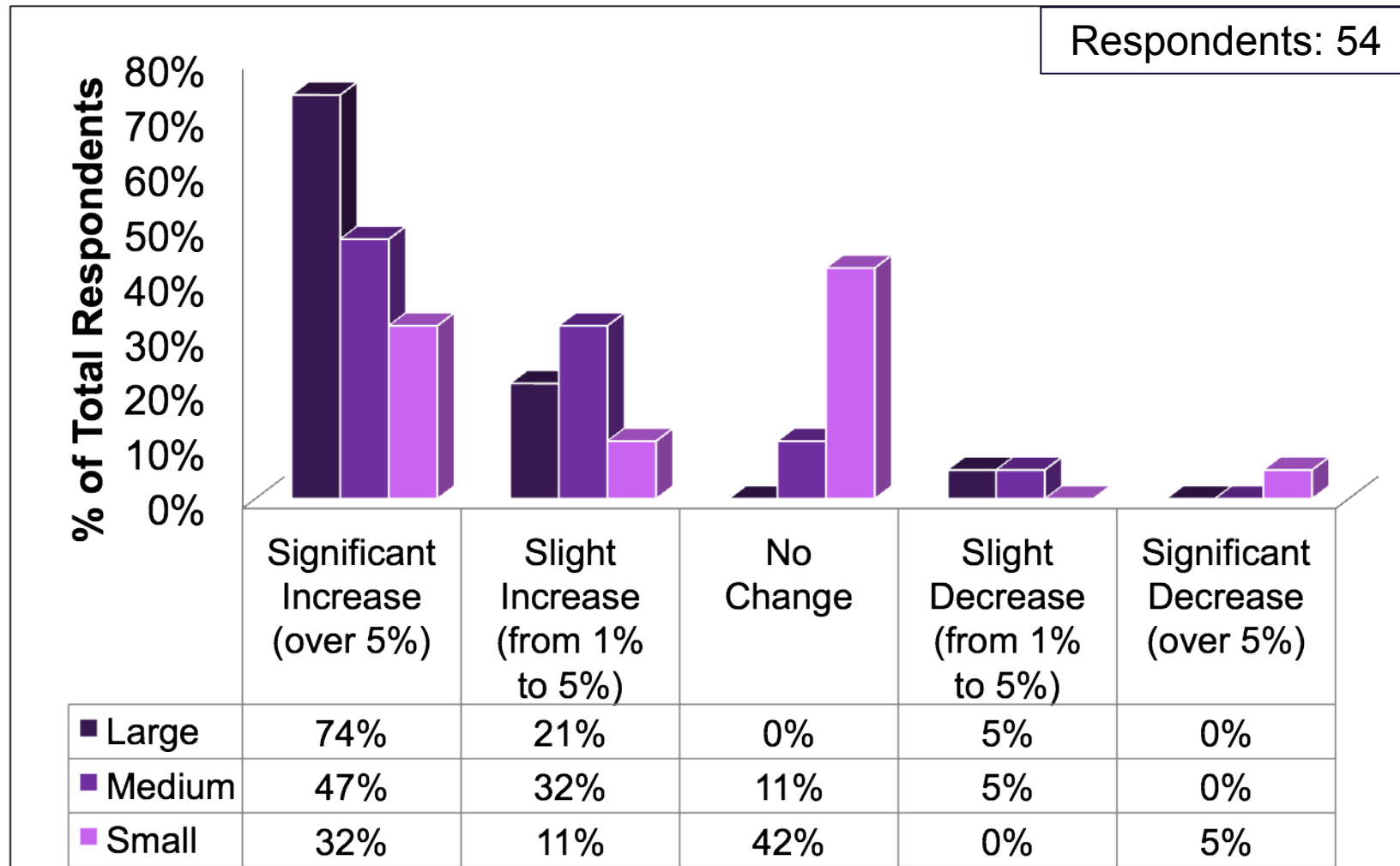
Airport Size	Overall	Large	Medium	Small
Rules Enforcement	-50% to >50%	0% to >50%	-25% to 50%	-50% to 25%
Operator - Day to day	-25% to >50%	-15% to >50%	-25% to 50%	0% to >30%
Contracts	-5% to 50%	-5% to 50%	0% to 25%	0% to 10%
Access Fee Collection	-50% to >50%	-50% to >50%	0% to 50%	0% to 50%
Parking Responsibilities	-50% to 50%	<-50% to 50%	0% to 30%	0% to 15%
Roadway Management	<-50% to 30%	<-50% to 30%	0% to 20%	0% to 25%
Information	0% to >50%	0% to >50%	0% to 50%	0% to 25%
Access Planning	0% to >50%	0% to >50%	0% to 33%	0% to 10%
Monitoring ADA Requirements	0% to >50%	0% to >50%	0% to >50%	0% to 10%
Other Duties	0% to >50%	0% to >50%	0% to 25%	0% to >50%
Security	0% to >50%	0% to 10%	0% to 25%	0% to >50%
Lost & Found	0% to 15%	0% to 15%	0% to 10%	0% to 10%

-ve = Decreasing | 0% = Same | +ve = Increasing

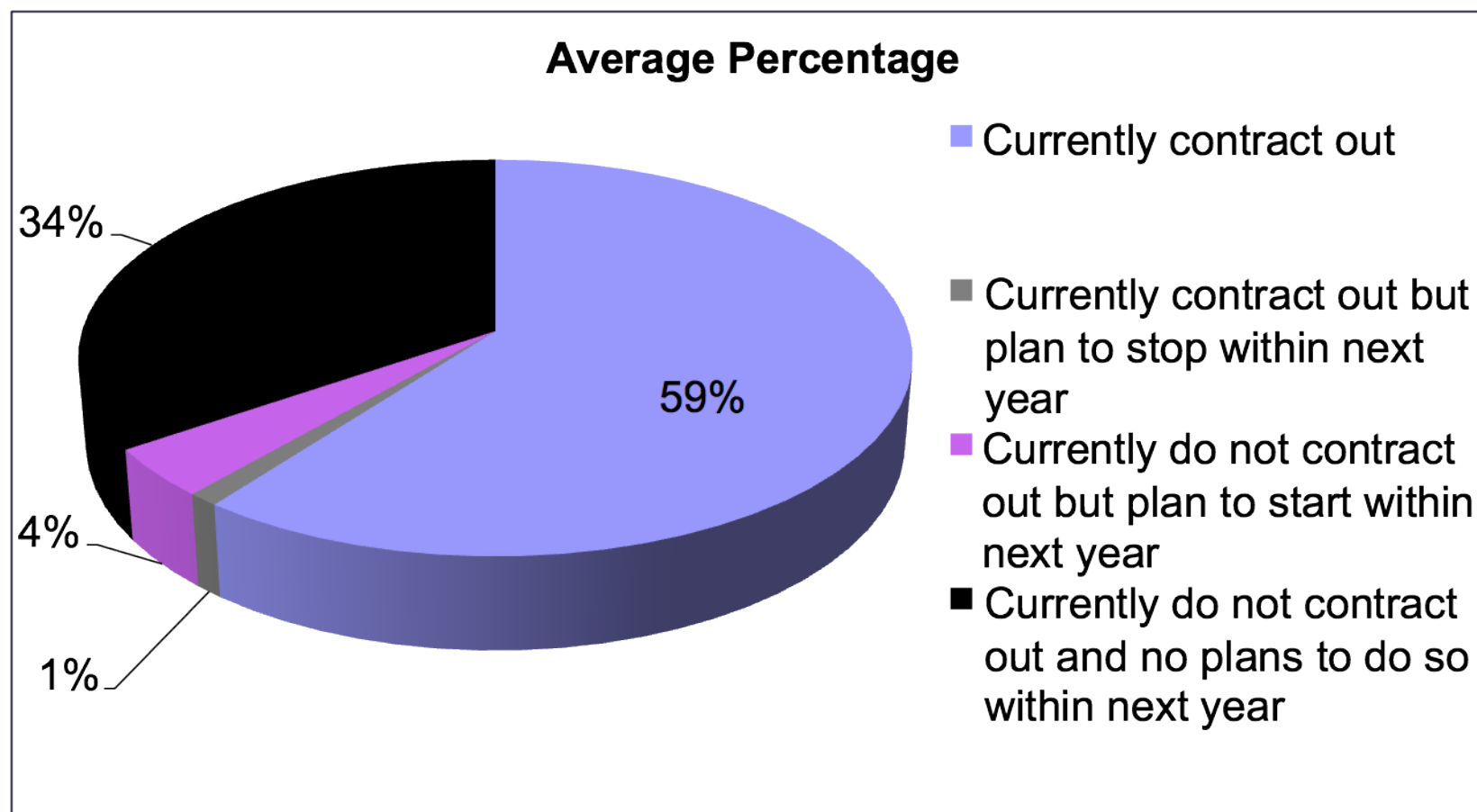
Change in Overall Level of Duties



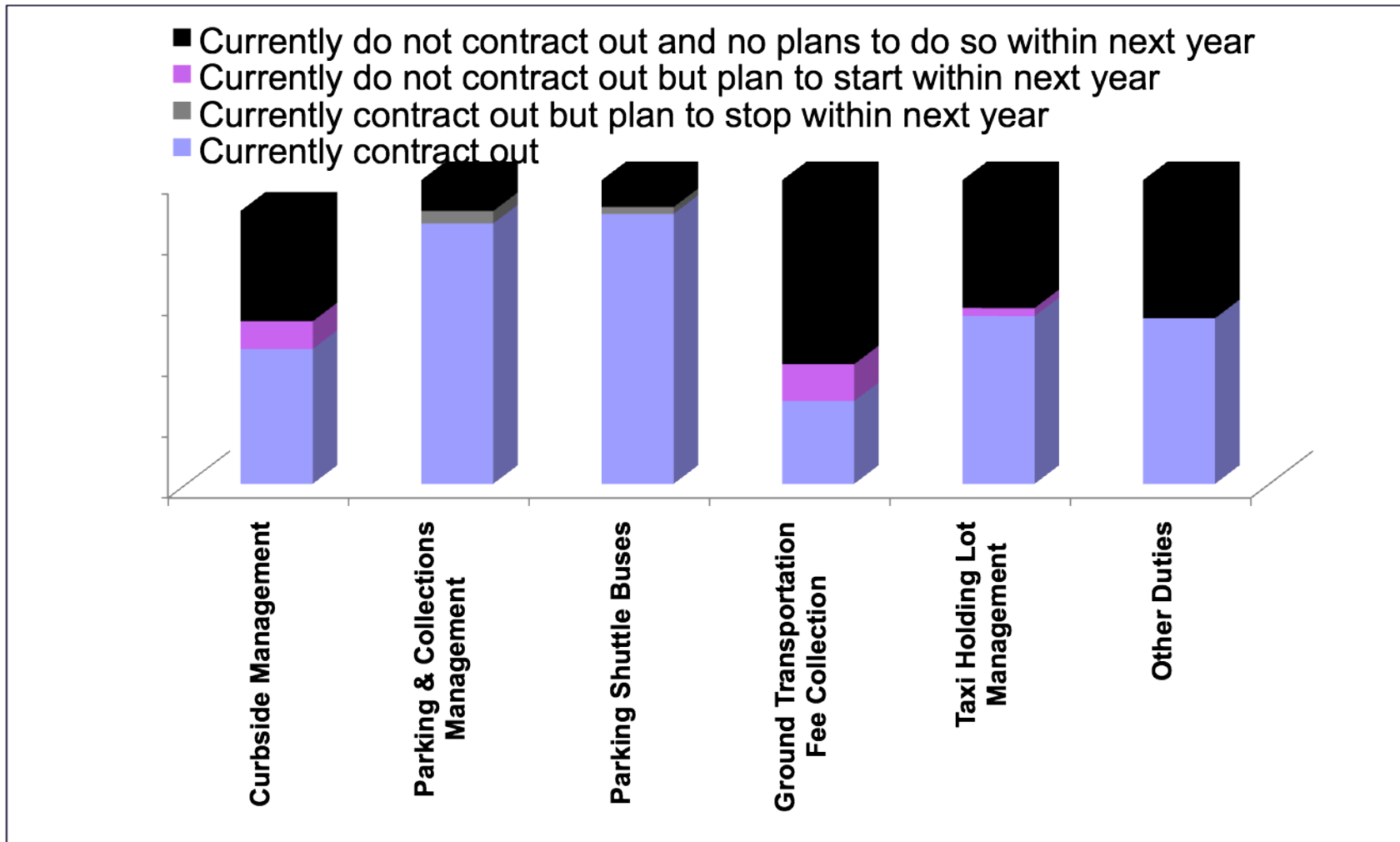
Change in Overall Level of Duties



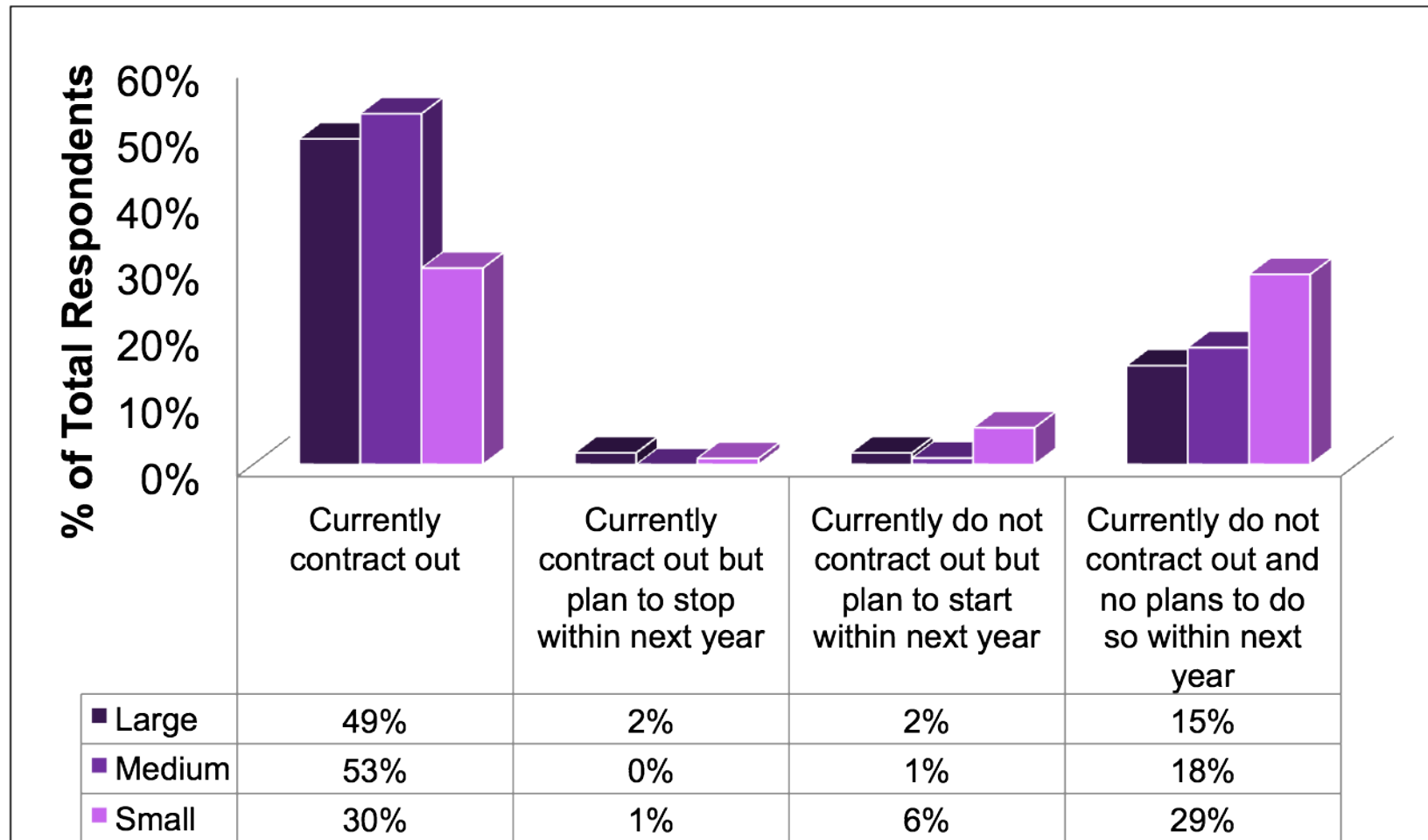
Contract Out at All Airports



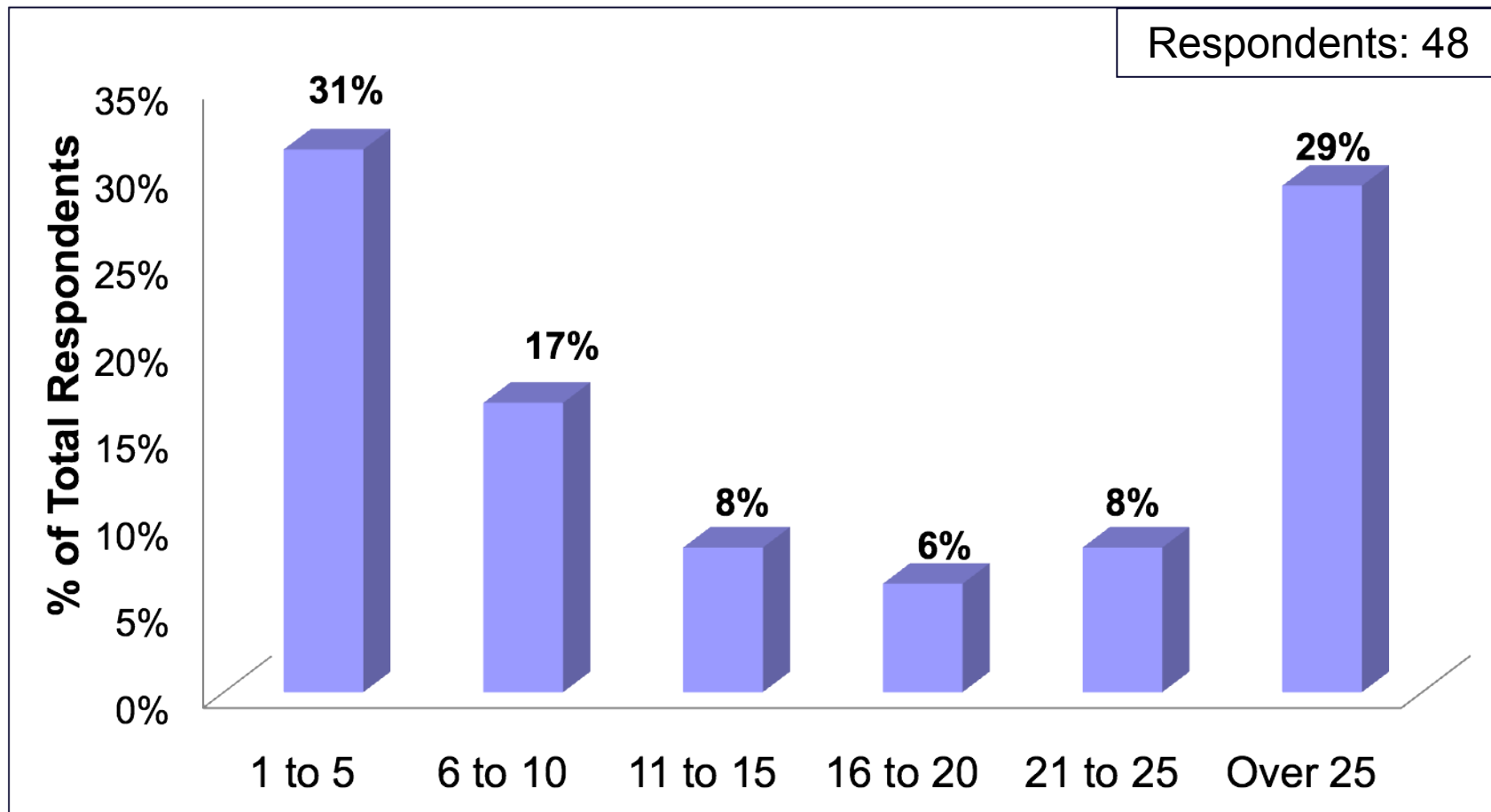
Contract Out at All Airports



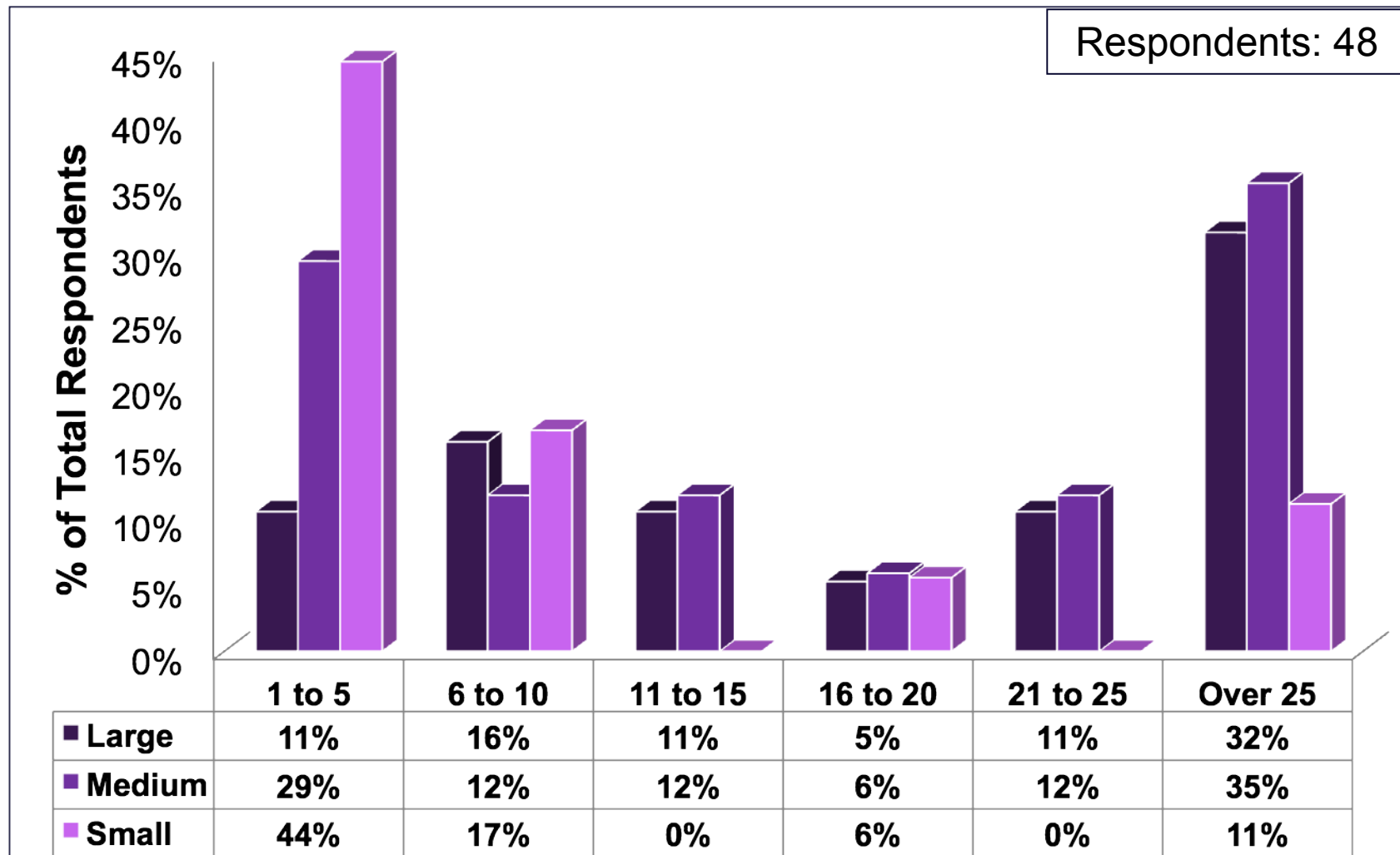
Contract Out at All Airports



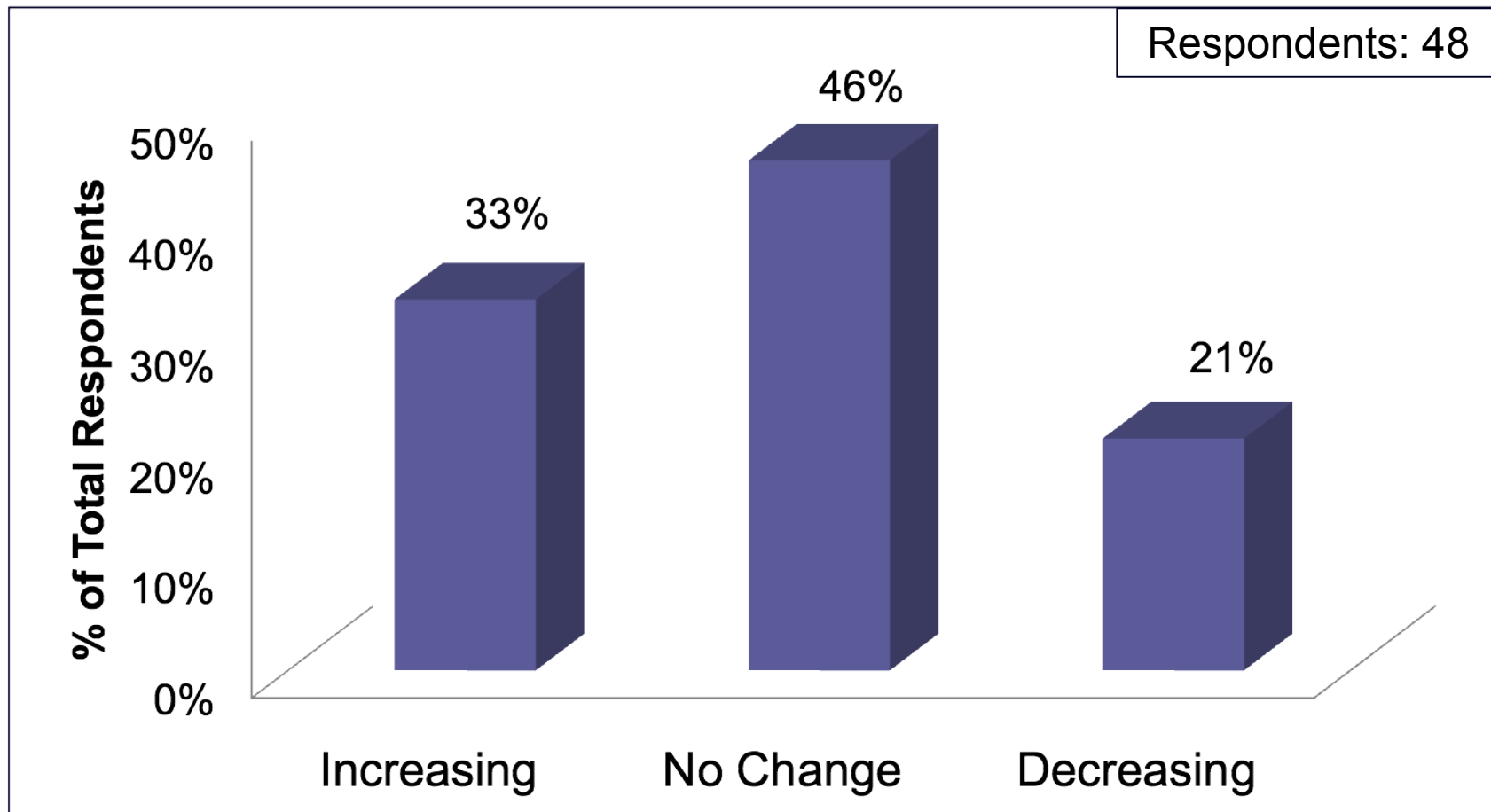
Personnel Size of Department



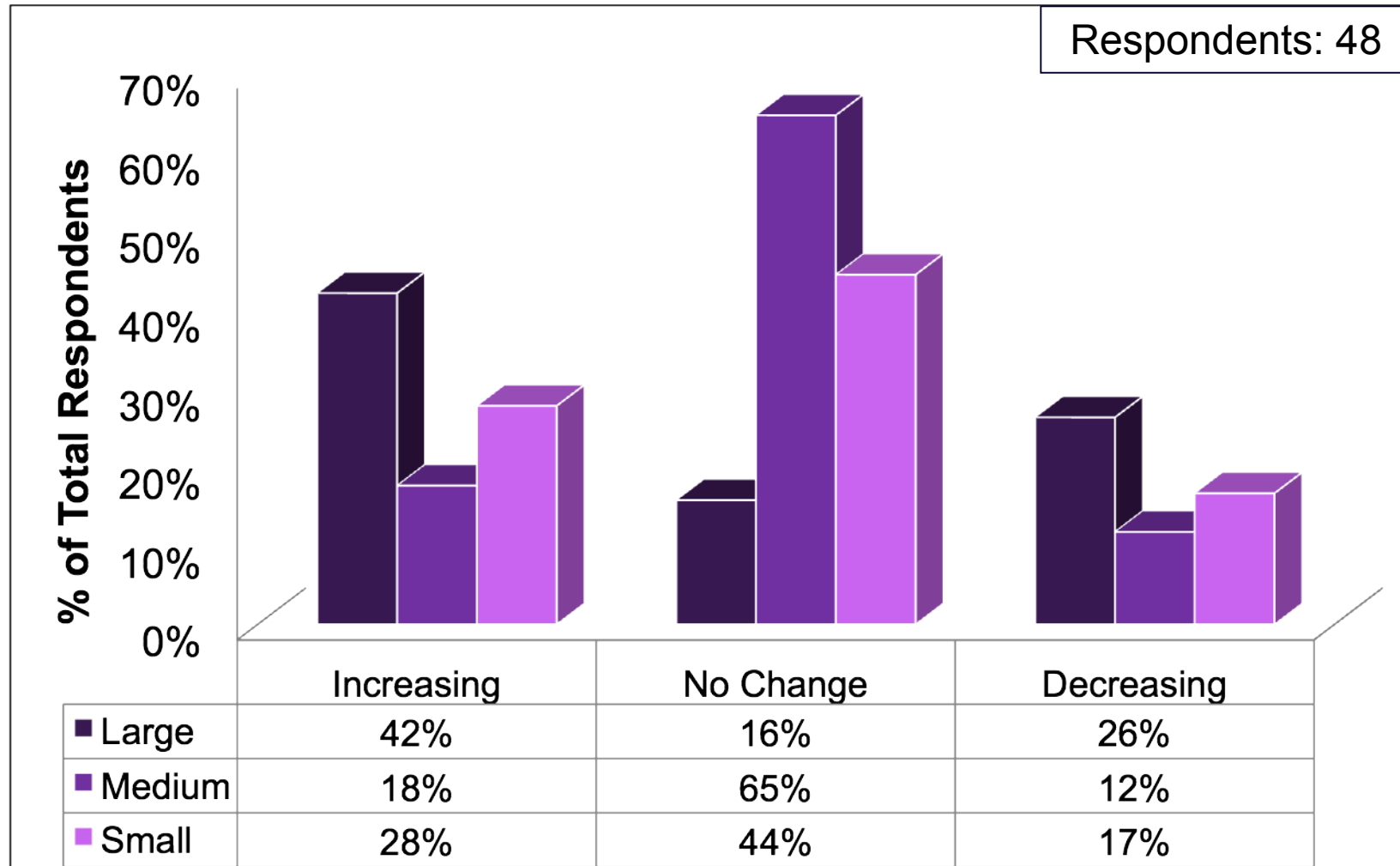
Personnel Size of Department



Change in Department Size



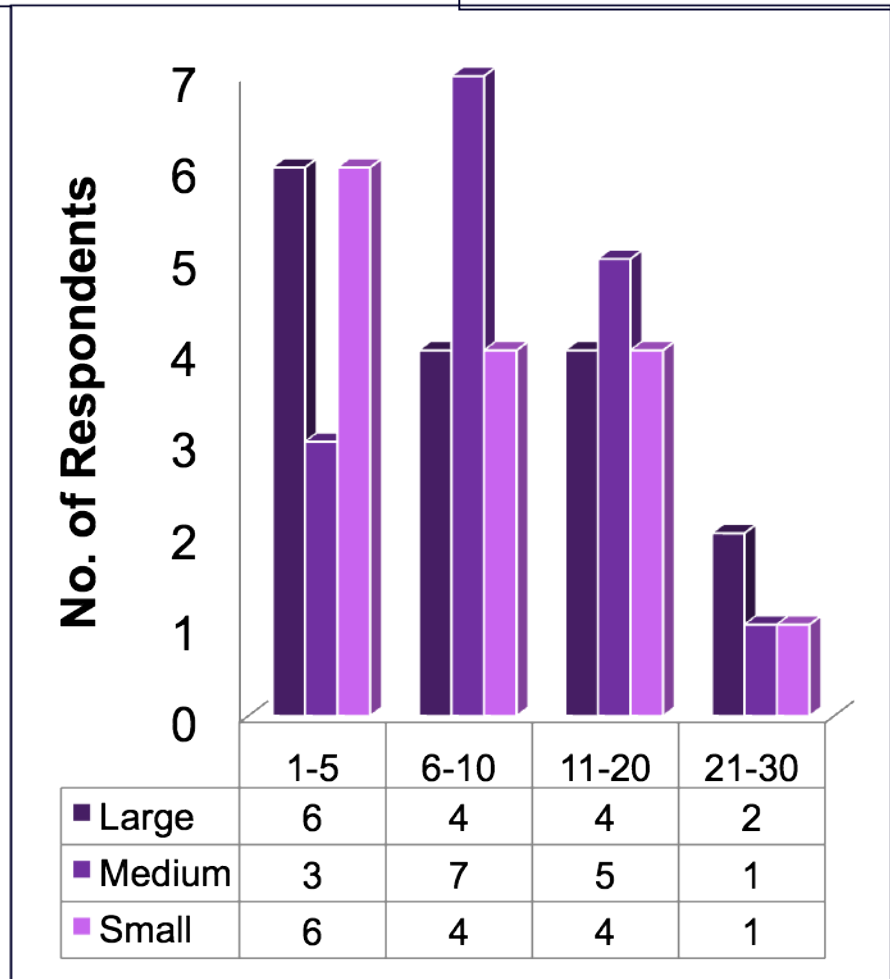
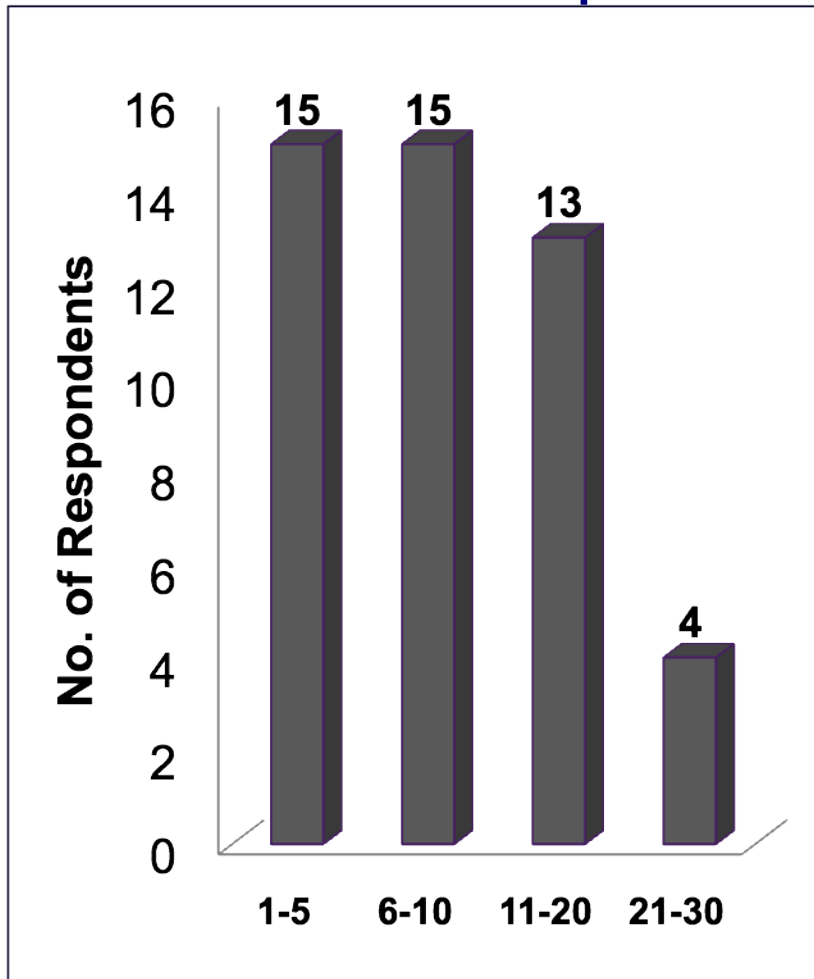
Change in Department Size



Personnel Experience

Years in Current position

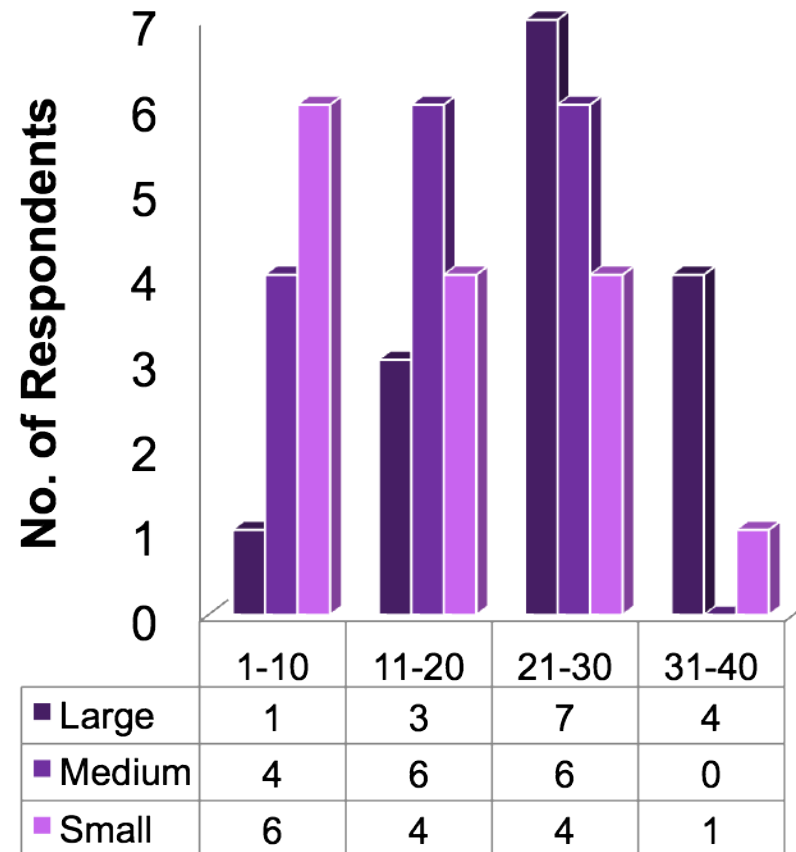
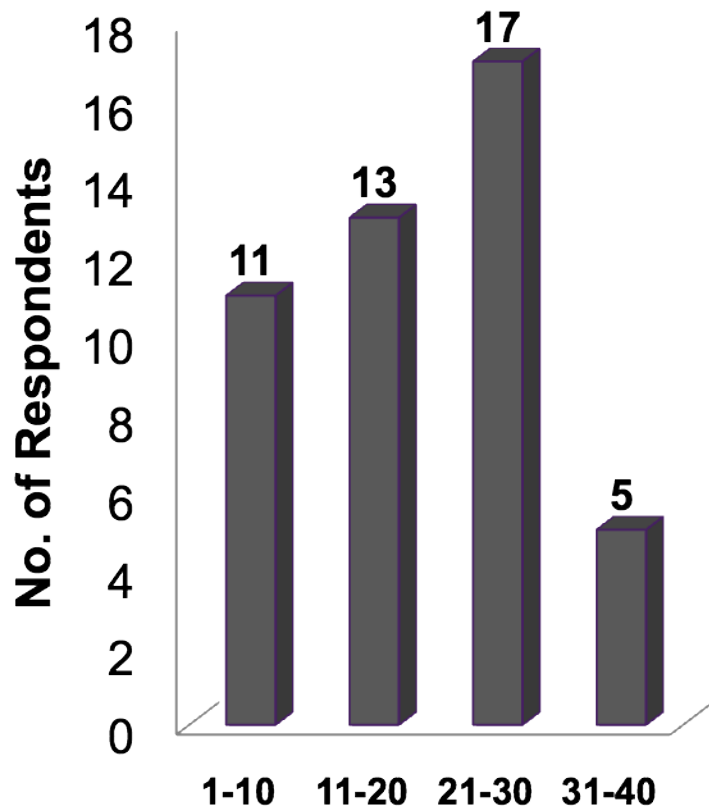
Respondents: 47



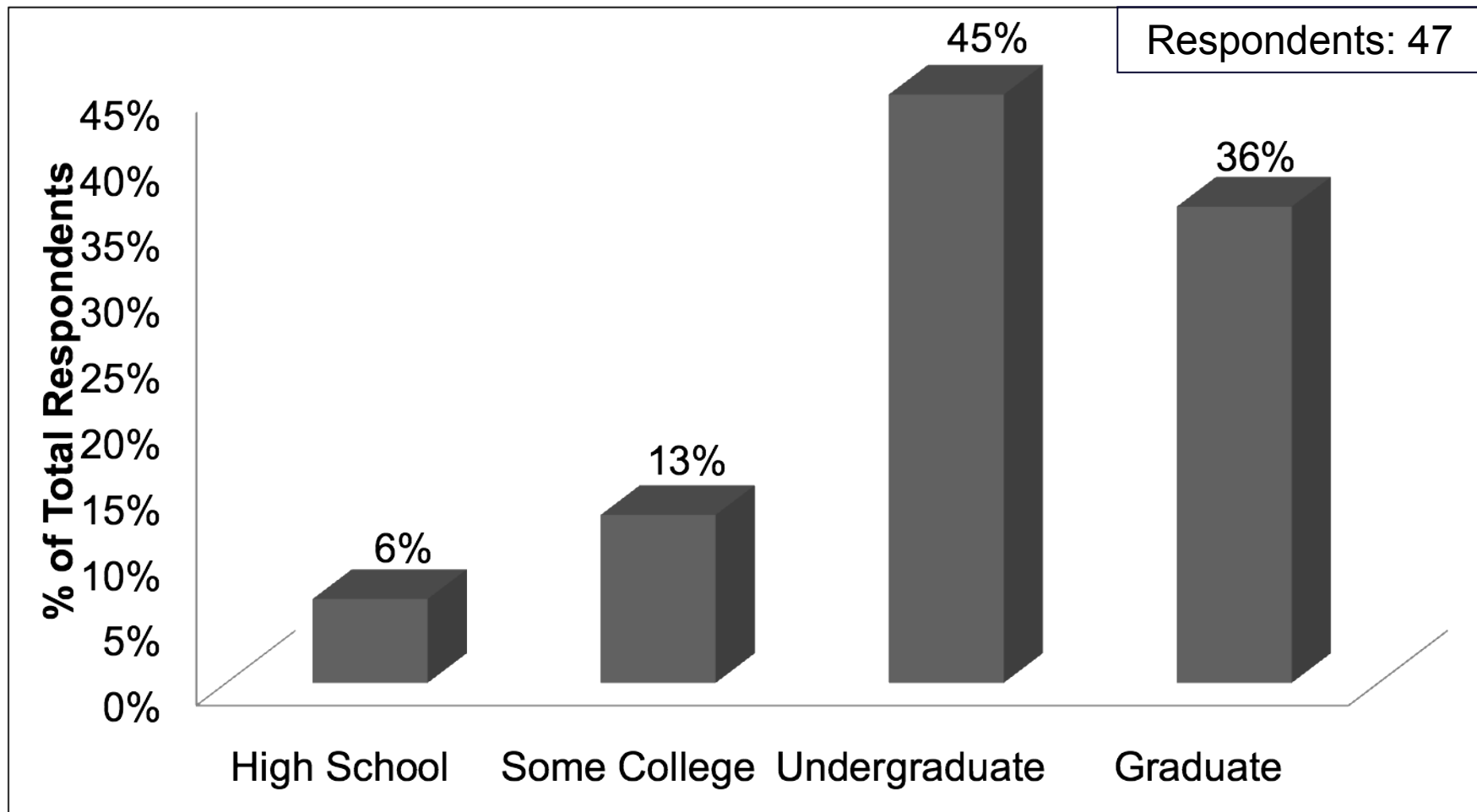
Personnel Experience

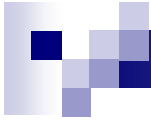
Years on Airport Services

Respondents: 46

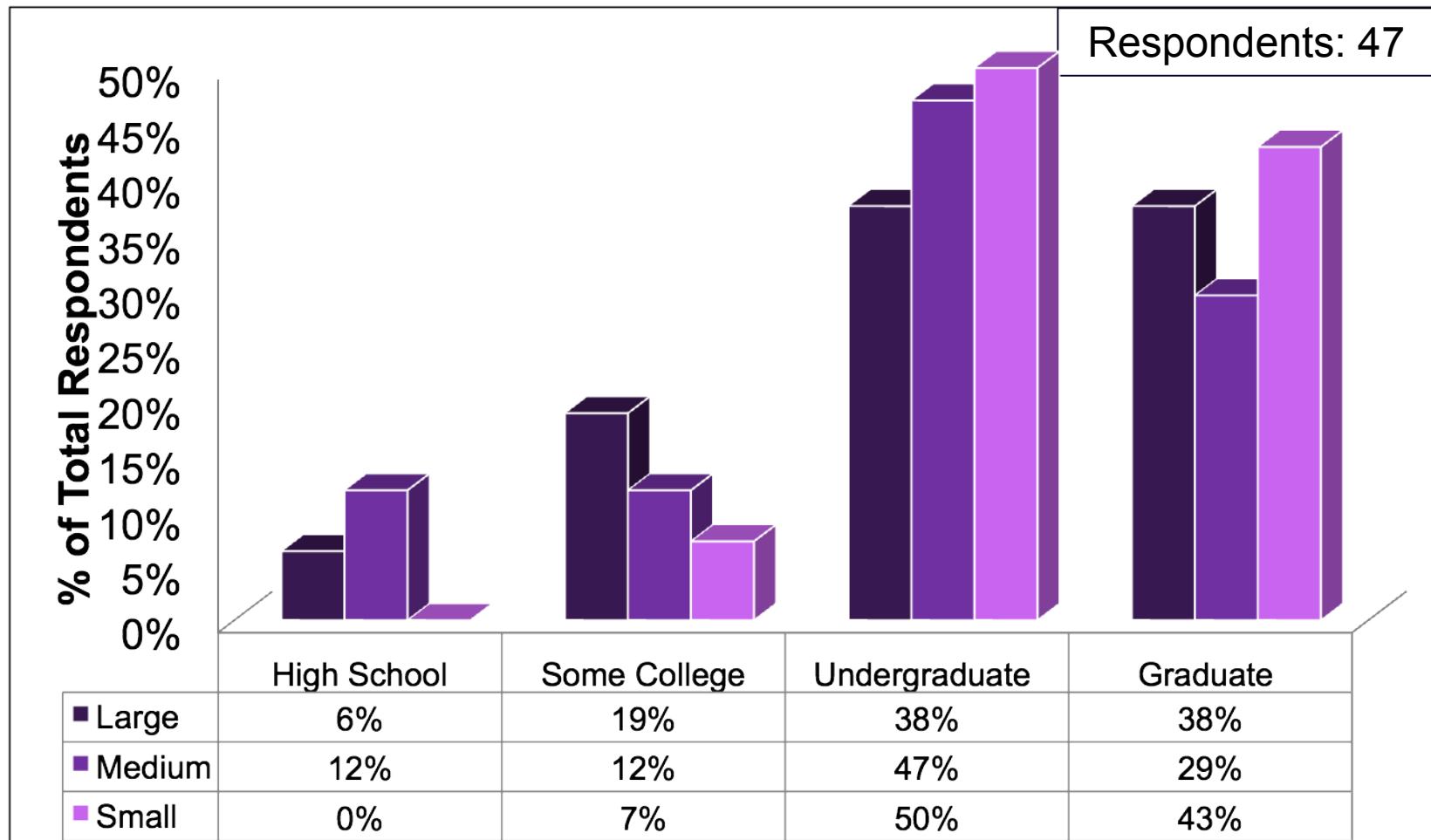


Personnel Education Level



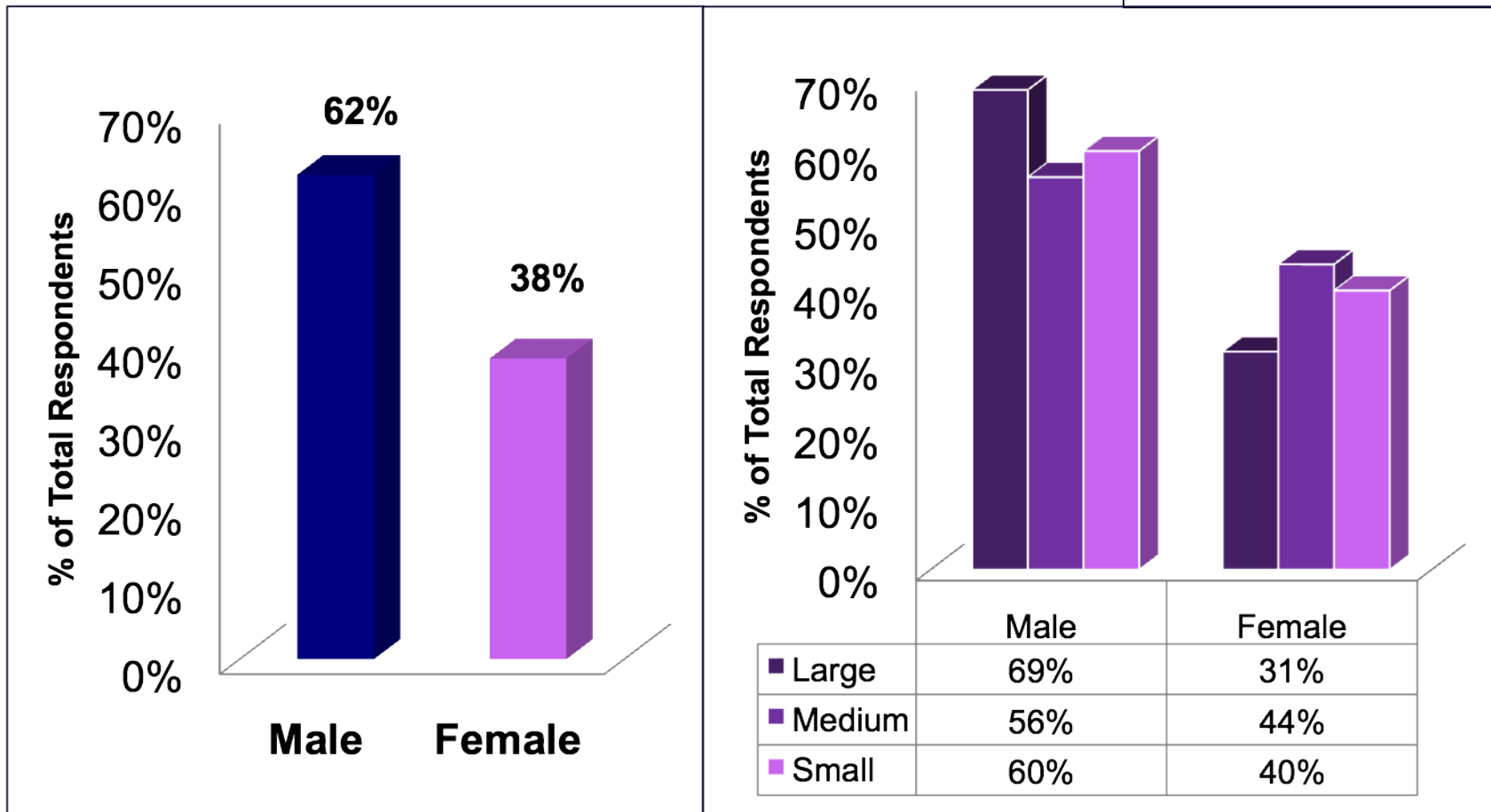


Personnel Education Level



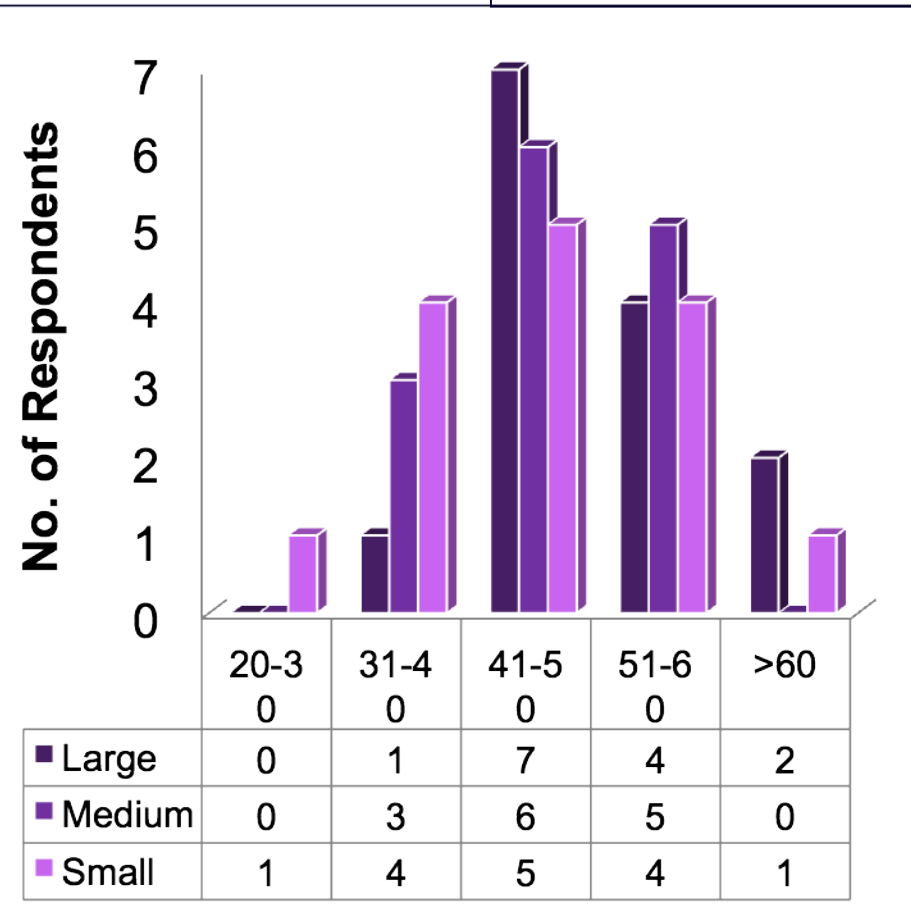
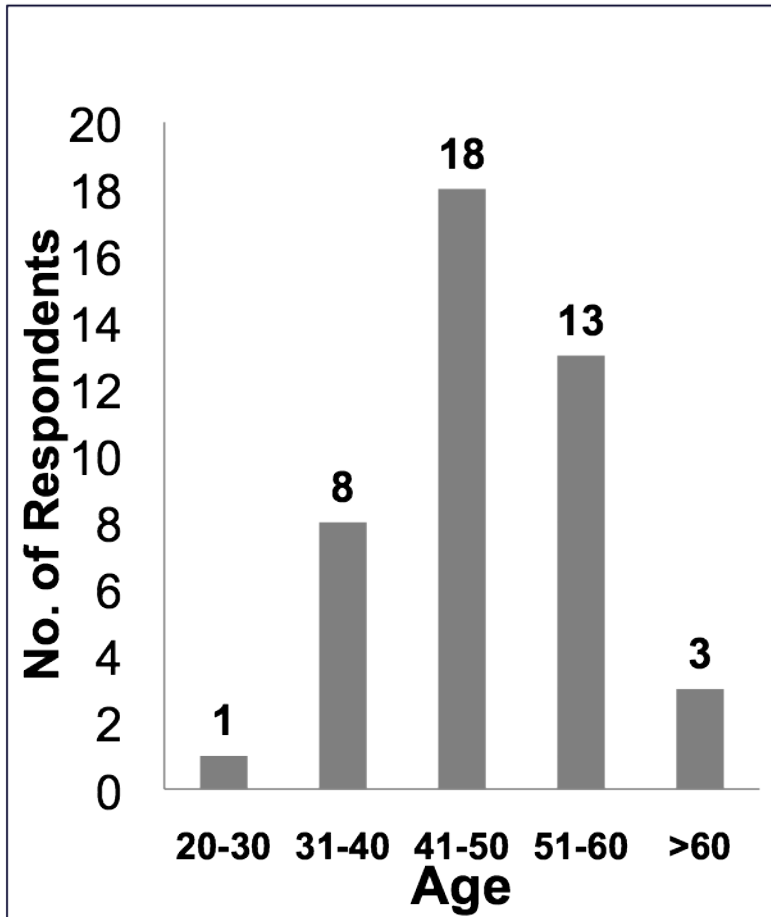
Personnel Gender

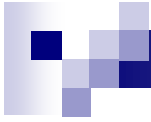
Respondents: 47



Personnel Age

Respondents: 43





Thank You