

METROPOLITAN EXPOSITION RECREATION COMMISSION
Resolution No. 16-05

For the purpose of adopting changes to the MERC Personnel Policies.

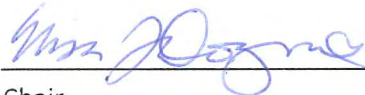
WHEREAS, the Metropolitan Exposition Recreation Commission (MERC) is authorized to adopt personnel policies pursuant to Metro Code Sections 2.02.010 (b) and 6.01.040 (a); and

WHEREAS, MERC periodically updates the MERC Personnel Policies (the Personnel Policies) in accordance with both legal requirements and agency-wide policies.

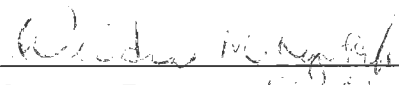
THEREFORE BE IT RESOLVED:

That the Metropolitan Exposition Recreation Commission adopts the changes to the Personnel Policies in a form substantially similar to the attached Exhibit B.

Passed by the Commission on March 2, 2016

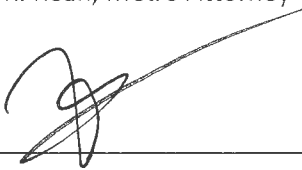


Chair



Secretary-Treasurer

Approved As To Form:
Alison R. Kean, Metro Attorney

By: 

Nathan A.S. Sykes, Deputy Metro Attorney

MERC STAFF REPORT

Agenda Item/Issue: For the purpose of adopting changes to the MERC Personnel Policies.

Resolution No.: 16-05

Presented by: Mary Rowe, Metro Human Resources Director

Date: March 2, 2016

Background and Analysis: The MERC Commission last approved a complete personnel policy manual for venues staff in August 2007. Beginning in 2011, Metro's Human Resources Department began a project to review and update both the MERC policy manual and Metro's policy manual, Executive Order #88, with the goal of developing one set of agency-wide personnel policies and procedures. The policies are being updated and implemented on a rolling basis in an order determined by legal changes and business needs. Human Resources staff developed these policies in consultation with department managers, the Office of Metro Attorney, and the Metro Senior Leadership Team. This policy was presented to the Commission for discussion on February 3, 2016.

Resolution: This resolution seeks the MERC Commission's approval of the following personnel policy:

- Sales Incentive Plan

Long range fiscal impact: There is no additional fiscal impact projected for implementation of the Sales Incentive Plan Policy changes.

Recommendation: The Metropolitan Exposition Recreation Commission adopts the change to the Personnel Policies in a form substantially similar to the attached Exhibit B.

**EXHIBIT A: SUMMARY OF PROPOSED PERSONNEL POLICY FOR MERC COMMISSION
MARCH 2, 2016**

Below is a list of the draft policy for your review. This proposed policy is intended to supersede the one adopted in July 2013.

Policy	Existing MERC Policy	Applicable Legal Provisions	Policy Summary/Explanation of Change	Fiscal Impact	Business Impact
Sales Incentive Plan	Sales Incentive Plan (7/2013)	None	<ul style="list-style-type: none"> • Director of Sales responsible for submitting quarterly documentation of results and proposed bonuses to Facility Director for approval, then to Metro Finance and Regulatory Services to audit and affirm, prior to payment (if any). • Removes provision for sales team eligibility for salary increases based on salary range or CPI. • Deletes reference to sales incentive bonus in lieu of merit pay. 	N/A	<ul style="list-style-type: none"> • Process improvement. • Clarifies responsibilities. • More frequent payment of incentives. • Eliminates provision for alternative salary increases in lieu of incentives.


Metro | *Policies and procedures*

<p>DRAFT 2/19/2016</p>

Subject Sales Incentive Plan
Section Human Resources; Visitor Venues
Approved by

POLICY or PROCEDURE

Sales Managers will participate in a sales incentive program. The incentive goals will be included in the annual budget and reviewed quarterly. If employees meet both individual and team goals, they will receive quarterly bonuses.

Applicable to

MERC venue Sales Managers

Definitions

1. Sales incentive plan: pre-established goals and criteria identified by management and approved by the MERC Commission or Metro COO. The plan will identify goals that are measurable, increase revenues to the department utilizing the program, provide a reward that motivates employees, and offer immediate rewards.
2. Sales incentive bonus: is compensation intended to reward program participants for meeting pre-established, quarterly, targeted goals to increase revenue. Employees participating in the plan are eligible for quarterly payments based on both individual and team objectives.
3. Sales incentive plan and program goals: the goals for the sales incentive programs are as follows:
 - a. To increase sales of facility rentals and other services when compared to the same quarter in previous years.
 - b. To insure Metro's venues remain first class and operate as prestige facilities at the national/international level as measured by industry standards.
 - c. To increase total economic impact to the region by increasing city-wide sales as measured in the annual economic impact study.
 - d. To retain a strong sales team by compensating them according to standard industry practices
4. Sales incentive plan quarterly rating periods:
 - a. July 1-September 30
 - b. October 1-December 31
 - c. January 1-March 31
 - d. April 1-June 30

Guidelines

1. The intention of this program is to align sales teams with industry practices in order to provide consistency and achieve strong results. The incentive structure gives management immediate feedback on successful programs at both the group and individual level. This is essential in market-driven industries like the hospitality industry. The bonus structure allows management to target current “need” periods with specific goals and incentives in order to increase bookings, revenues and facility utilization on an expanded basis.
2. Staff will receive rewards for generating immediate revenue as well as increasing bookings for successive years, specifically targeting an 18-24 month timeframe. Metrics for this will be meeting sales goals, feasibility of implementing across other departments, and staff feedback.
3. During the annual budget development process, financial compensation tied to this program will be incorporated and approved through the usual route. The Director of Sales will submit documentation of quarterly results and proposed bonuses approved by the Facility Director to (Metro) Finance and Regulatory Services. Prior to payment, Finance and Regulatory Services will audit the documentation and affirm the quarterly results and proposed bonus payments (if any).

Procedures:

1. At the beginning of each fiscal year, management, in consultation with the MERC Commission or Metro COO, will determine overall sales incentive plan ratings and goals. These ratings will be metrics that are accessible from the EBMS database or another program participant’s financial systems.
2. Upon approval, management will inform sales managers of their goals. Management will collect and evaluate data at the end of each ratings period to determine if the sales team both as a group and individually have met quarterly goals. An audit of this information will be conducted by accounting staff during their regular quarter end process.
3. Following this audit, authorization for incentive payments (if any) will be forwarded to Human Resources Department for payroll processing.
4. If, during the employment performance assessment process an employee receives an overall rating of Needs Development or Unsatisfactory, the employee will forfeit his or her eligibility to participate in the sales incentive plan until his or her performance improves.
5. The dollar amount budgeted for the sales incentive plan will be determined on an annual basis during the budget development process. Continuation of the plan and the budget must be approved as part of the regular budget process.

Responsibilities

Sales Team:

- Are expected to be familiar with the plan, goals, incentives, and the rating areas.

Director of Sales:

- In conjunction with the Facility Director, Visitor Venues General Manager and other senior management, develops goals, budget, and rating areas.
- Is responsible for communicating the annual plan to the sales team, managing the plan, and is accountable for conducting a regular review of progress towards the goals with both the sales team staff and other senior management.
- Transmits documentation of quarterly sales results and approved proposed bonuses to Metro Finance and Regulatory Services.

Facility Director:

- Oversees Director of Sales implementation and management of plan. Monitors and communicates quarterly results of the incentive plan to the Visitor Venues General Manager.
- Approves proposed bonuses for sales team based on quarterly sales results.

Finance and Regulatory Services:

- Reviews and audits quarterly results and approves transmission of the results to Human Resources for processing.