



# Item 3: Human Resources Operations Report

*Chuck Manning*

Vice President, Human Relations and Chief Compliance Officer

Human Resources and Governance Committee Meeting

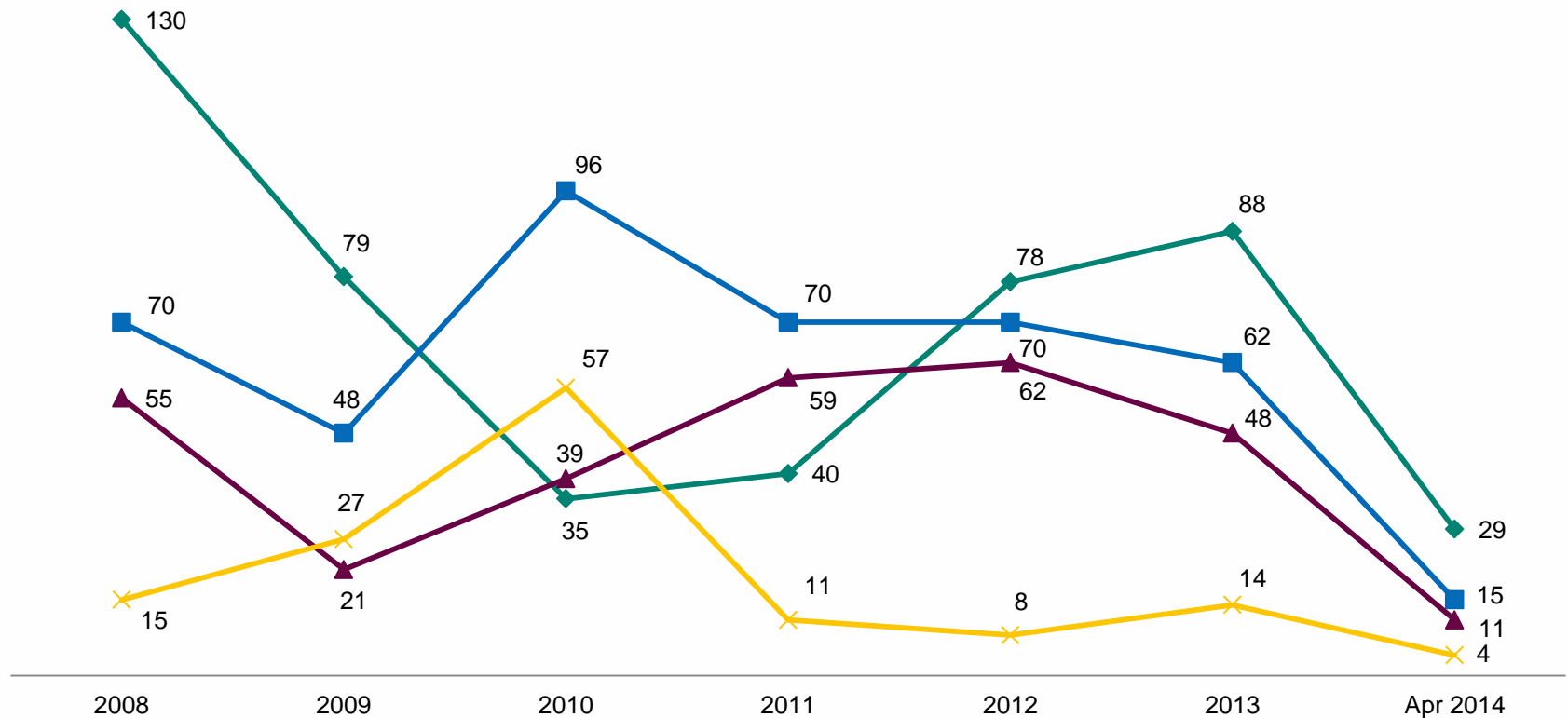
June 9, 2014

ERCOT Public

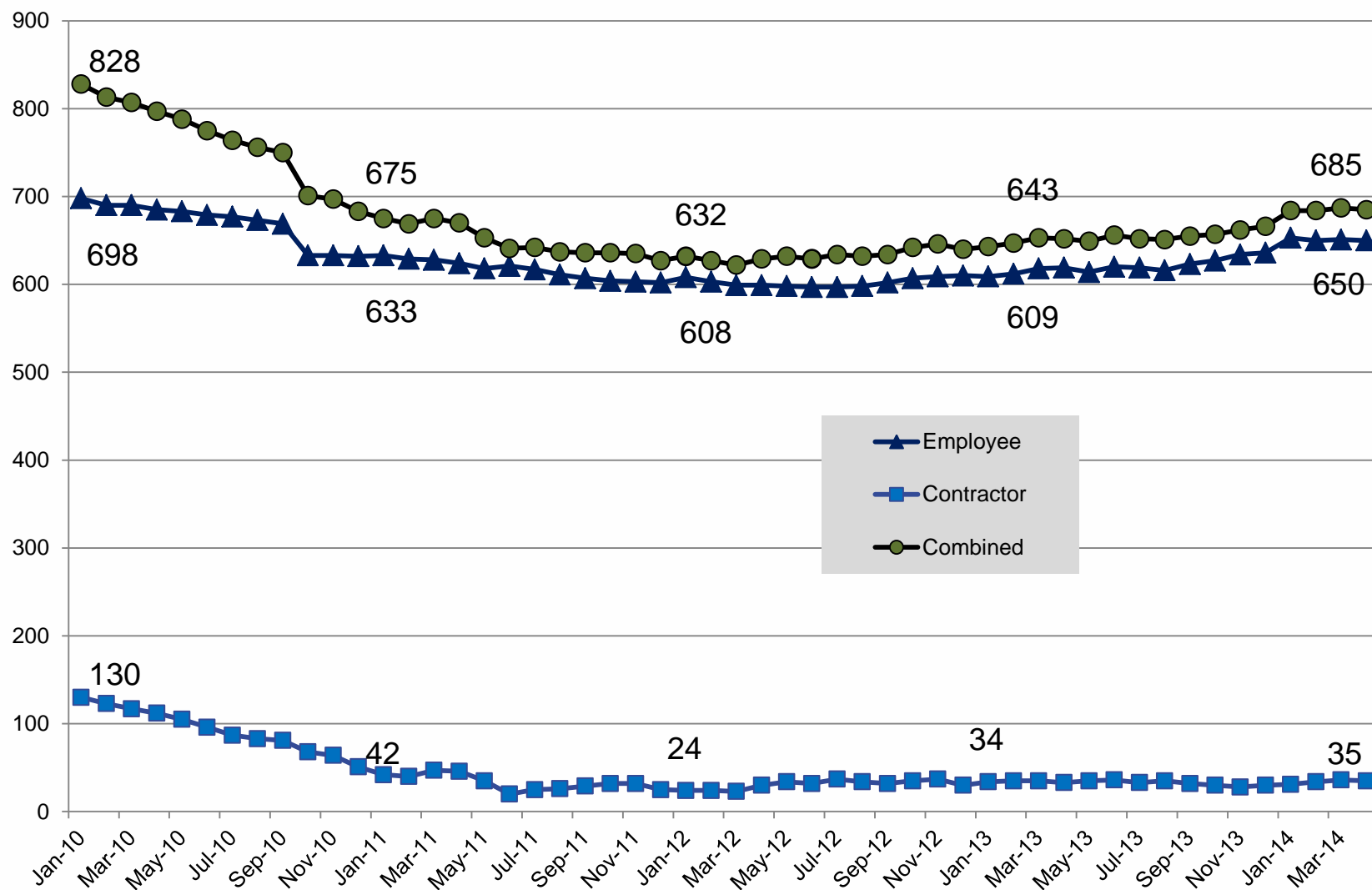
# HR Operations Report – New Hires and Terminations

## ERCOT - Employee New Hires/Terminations

◆ New Hires    ■ Terminations    ▲ Voluntary Terms    ✕ Involuntary Terms



# HR Operations Report –Headcount April 2014



# HR Operations Report – Contractor Report

## ERCOT Contractor Report

<b>CONTRACTORS as of 3/31/14</b>	
Capital Projects	12.5
Base - Staff Augmentation	22.5
DoE Grant	1
	<b>36</b>

<b>CONTRACTORS as of 4/30/14</b>	
Capital Projects	12.5
Base - Staff Augmentation	21.5
DoE Grant	1
	<b>35</b>

# HR Operations Report – 2014 Attrition

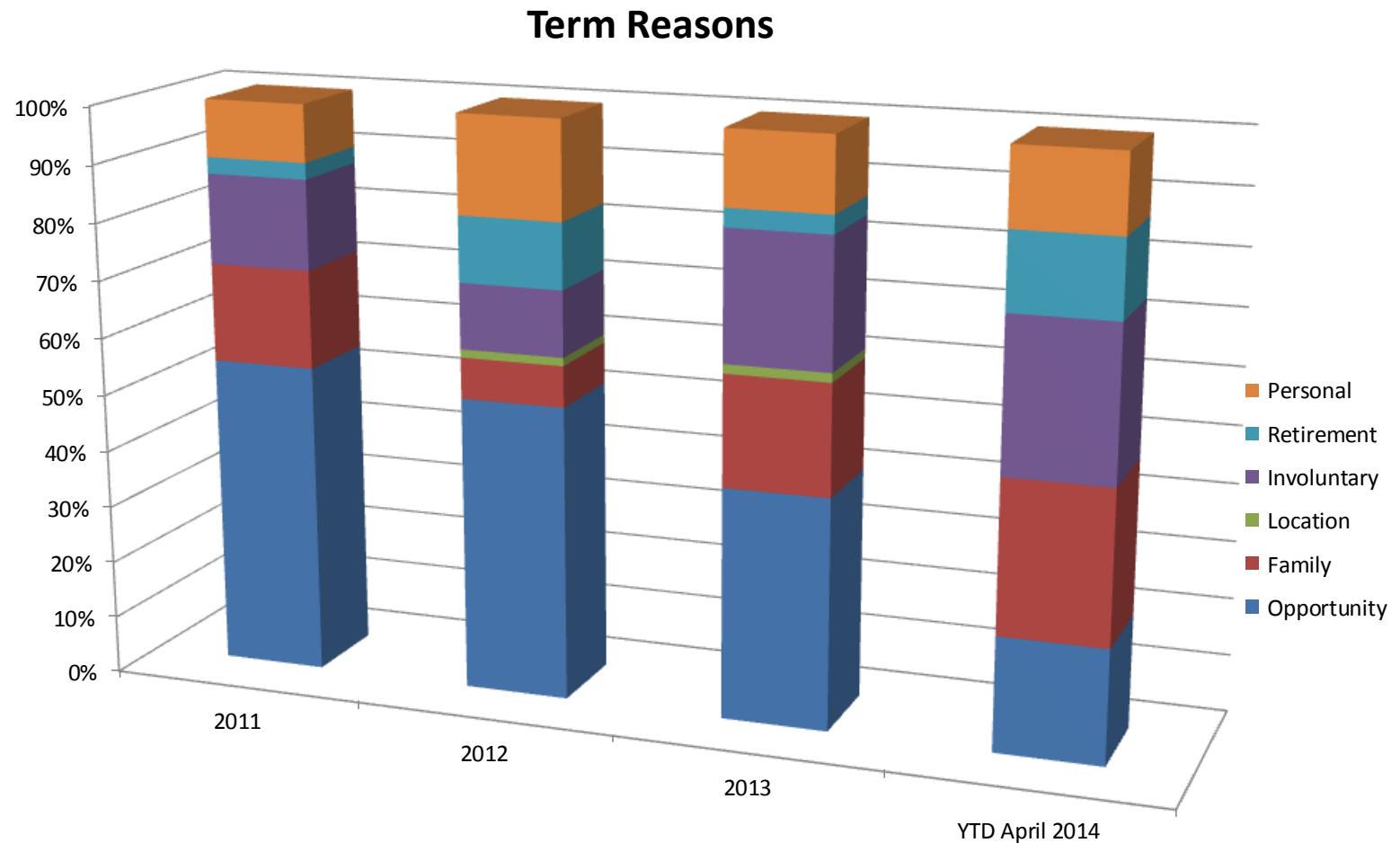
## ERCOT 2014 Attrition – YTD April

- YTD 2014 Total Attrition Rate - *Actual*: 2.3%
- YTD 2014 Total Attrition Rate - *Annualized*: 6.9%
  
- YTD 2014 Voluntary Attrition Rate - *Actual*: 1.7%
- YTD 2014 Voluntary Attrition Rate - *Annualized* : 5.1%
  
- 2014 Terminations – 15 Employees
  - 11 Voluntary
  - 04 Involuntary
  
- Voluntary Reasons:
  - 03 Promotional Opportunity
  - 04 Family
  - 00 Location of Facility
  - 02 Retirement
  - 02 Personal

# HR Operations Report – ERCOT Attrition

Attrition - YTD April 2014		
	Total	Voluntary
ERCOT	2.30%	1.70%
Grid Planning & Operations	2.90%	2.33%
Information Technology	1.97%	1.48%
Market Operations	0.00%	0.00%

# HR Operations Report – Termination Reasons



# HR Operations Reports –Year End Summaries

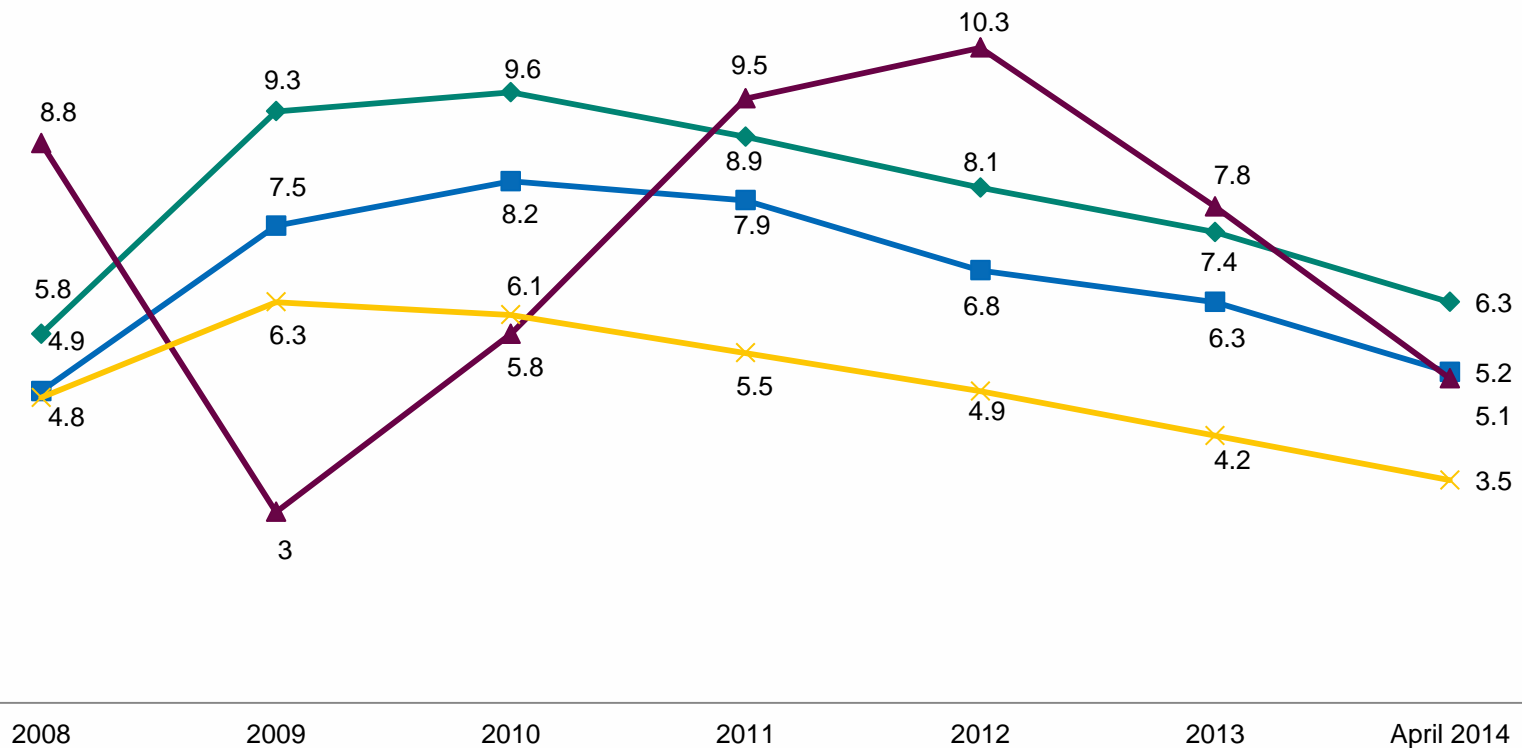
	Year-End 2011		Year-End 2012		Year-End 2013		Feb 2014		Current
Business Area	Attrition	Hired	Attrition	Hired	Attrition	Hired	Attrition	Hired	Recruiting
Business Process Integration/Mkt rules	3	1	2	3	2	4		4	4
Commercial Operations	11	4	11	14	13	12		2	2
Compliance, Security, HR, L&D, Facilities	6	4	8	7	8	8	1		1
Executive			2	3	1	1	1		
Finance	2	4	7	1	3	8			
Grid Planning & Operations	12	9	13	19	12	22	1	10	15
IT	31	14	24	27	23	29	2	4	10
Legal	2	1		3		2			
Risk/Credit Mgt	3	3	3	1		2	1		
	70	40	70	78	62	88	6	20	32



# HR Operations Report – Attrition vs. Unemployment

## Economic Review

US Unemployment Rate      Texas Unemployment Rate  
ERCOT Voluntary Attrition Rate      Austin Area Unemployment Rate



# HR Operations Report – Budgeted Headcount

2013 Budgeted FTEs	665
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Additions requested for 2014-2015

Bench Depth	26
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Projects	4
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NPRRs	4
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Offset Contractor Costs	3
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Total requested for 2014-2015	702
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Less 6% historical vacancy rate	-42
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<b>2014-2015 Budgeted FTEs</b>	<b>660</b>
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<b><i>Actual Headcount as of 5/30/2014*</i></b>	<b>653</b>
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\*Excludes Interns

	<u>2014</u>	<u>2015</u>
Positions funded by Base Ops budget	598	596
Positions funded by Projects budget	62	64

# HR Operations Report – Additional Headcount Requests

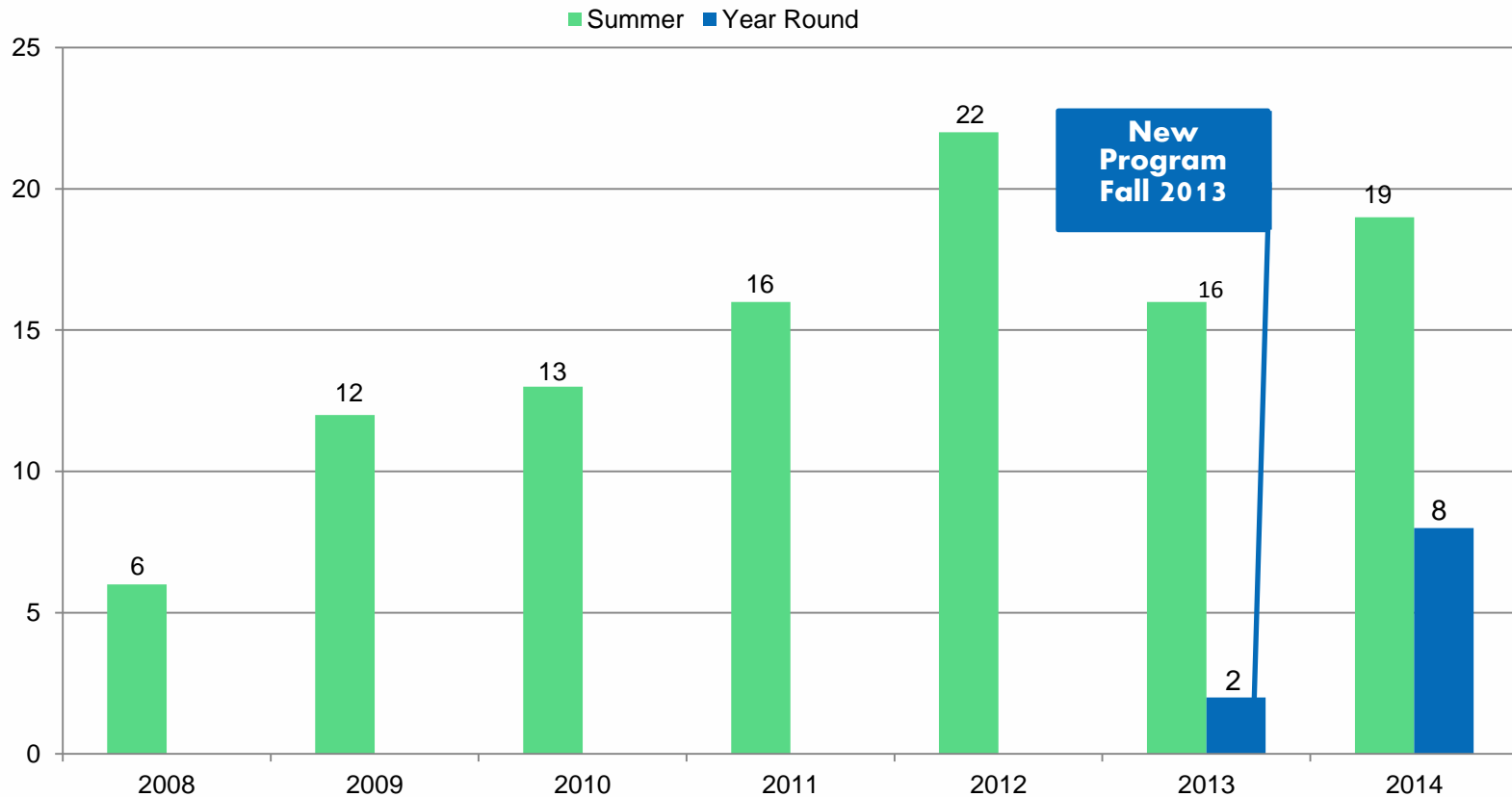
## Requests for additional staff must include:

- ☐ Position Title, Pay Grade & Description
- ☐ Reason for vacancy (backfill positions)
- ☐ Background and justification for requested staff addition
- ☐ Budget impact for current and next year
- ☐ Impact if request is denied
- ☐ Mitigation plans if request is denied

**All staffing requests must be reviewed and approved by the Executive Team.**

# HR Operations Report – Intern Program

## ERCOT - Intern Program



# HR Operations Report – Interns by Department

## Year-Round Internships

Commercial Operations – Meter Engineering	Business Integration – PMO
Commercial Operations – Credit	Executive – Internal Audit
Legal – Business Process & Risk Control	Finance – Procurement
Grid Planning & Ops – Transmission Planning	Finance – Accounting
Grid Planning & Ops – Electric Vehicle Research	IT – EMMS Production Support

## 2014 Summer Internships

Grid Planning & Ops – Dynamic Modeling	Grid Planning & Ops – Systems Ops	IT Support Services
Grid Planning & Ops – Model Maintenance	Grid Planning & Ops – Network Modeling	Finance
Grid Planning & Ops – Operations Analysis (2)	Commercial Ops - Wholesale Market Ops	Health & Safety
Grid Planning & Ops – Network Ops Modeling	Commercial Ops - Settlements	Legal
Grid Planning & Ops – Resource Integration (2)	IT Application Services	Treasury
Grid Planning & Ops – Network Modeling	IT Support Services	Procurement
	IT Asset Management	

# HR Operations Report – Onsite Clinic Evaluation

At the current time, it appears that an onsite clinic would not result in overall savings for the following reasons:

- a. Space – None available within existing facilities.
- b. Security – Services would have to be provided within ERCOT's security perimeter, including services to former employees eligible for COBRA coverage.
- c. Inconvenient Location – The majority of ERCOT's health care claims are generated by dependents who live/work/attend school in Round Rock or Austin.
- d. Utilization – 86% of ERCOT employees already have a primary care physician.

# HR Operations Report – Onsite Clinic Evaluation (cont'd)

- e. Cost – In Texas, only healthcare delivery entities may employ doctors, requiring use of third-party providers and increased cost. Unless ERCOT completely outsourced on-site medical services and recordkeeping, it would have to purchase healthcare malpractice liability insurance and HIPAA/HITEC-compliant electronic medical records systems and security software.

MISO is opening a health clinic on campus that will include Zumba, executive wellness programs and other activities. No data yet relative to cost/benefits or success of the program. We will follow this carefully.