



MEMORANDUM

To: Mayor and City Council

Through: Stephanie Hayden-Howard, LMSW, Assistant City Manager *SHH*
Susana Carbajal, Assistant City Manager *SC*

From: Jesús Aguirre, MBA, CPRE, Austin Parks and Recreation Director *JA*
Susan Sinz, Austin Human Resources Director *SS*

Date: July 20, 2026

Subject: **Austin Parks and Recreation Summer Staffing Hiring Update**

The purpose of this memorandum is to provide an update regarding Austin Parks and Recreation (APR) summer staffing. Last year, the City implemented Workday as its human capital management system to support hiring, onboarding, and core human resource functions. The City also adopted a third-party-managed Criminal Background Investigation (CBI) process. The implementation of these two new systems has created updated processes for hiring this summer and has presented some unanticipated challenges and delays.

Background

During the transition to Workday, employees who were not actively working for the City, such as temporary seasonal employees, were not transferred into the new system. Additionally, any employee who has not worked for two consecutive pay periods is removed from Workday. This maintains system security and ensures accurate employee reporting.

In alignment with recommendations from the City Auditor's 2024 [Criminal Background Investigations Audit](#), Austin Human Resources (AHR) transitioned to a managed CBI process through First Advantage for positions that require financial responsibility or work with vulnerable populations.

Onboarding Process

After APR enters a candidate into Workday, AHR initiates the CBI through First Advantage. Candidates must then complete a City disclosure form to receive a link to complete the final step. This link is available for 15 days and expires if not completed within that period. APR Aquatics works closely with AHR's CBI team and with lifeguard candidates to ensure the timely completion of the required CBI process. If deadlines are missed or forms contain errors, a new CBI link must be sent, which delays the completion of the hiring process.

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Process Solutions

Recognizing that this year has been a challenge, APR and AHR have reviewed the summer staffing hiring process and identified both short-term and long-term actions to address current issues and improve future seasons.

In the short term, AHR worked with APR Aquatics to identify candidates whose links had expired. New First Advantage CBI links were sent in the first week of July to approximately 260 candidates who have pending background checks. This allows candidates who missed deadlines or submitted incorrect documents to complete the process. APR Aquatics is actively following up with these individuals and assisting them through the CBI steps. AHR and APR remain in close coordination throughout the process.

For the long-term, AHR is working with APR to explore maintaining summer employees in Workday under a non-active status. For new candidates not in Workday, the CBI process will be initiated as early as possible after the candidate has been selected for hire. This would streamline onboarding in future seasons and support a smoother hiring process.

Should you have any questions or concerns, please contact Jesús Aguirre, MBA, CPRE, Director of Austin Parks and Recreation at JesusSAguirre@austintexas.gov or 512-974-6717 or Susan Sinz, Director of Austin Human Resources at susan.sinz@austintexas.gov or 512-974-3246.

cc: T.C. Broadnax, City Manager
Erika Brady, City Clerk
Jason Hadavi, City Auditor
Mary Jane Grubb, Municipal Court Clerk
Judge Sherry Statman, Municipal Court
CMO Executive Team