

2017 Salary and Benefits Resolution

Commission Briefing
October 25, 2016

Briefing Topics

- Salary and Benefits Resolution Background
- 2017 Changes to the Salary and Benefits Resolution
 - Range adjustment
 - Definition updates
 - Incorporating the Incentive Pay Plan Resolution
- Paid Parental Leave update
- 2017 Incentive Pay Plan Non-Financial Goals

Background

- Port Commission authorized by RCW 53.08.170 to establish salaries and benefits via resolution.
- The Salary and Benefits Resolution covers non-represented employees.
- Resolution also includes delegation of authority not included elsewhere.
- In May, 2016 the Commission passed a new resolution amending the Salary and Benefits Resolution and approving the Incentive Pay Plan effective June 1, 2016.

Resolution authorizes salaries and benefits

2017 Resolution Changes

- **Pay Range Adjustment**
 - 2016 ranges are within 1% of market
 - Local employers are projecting a 3% average pay increase in 2017
 - A 2.5% range increase is necessary to maintain competitive ranges
- **Pay Grade Changes**
 - Unused pay grades at the lower end of the grade structure will be eliminated.
 - Pay grades will be added at the upper end of the grade structure for 2017.

2017 Resolution changes will be minimal

2017 Resolution Changes

- **Definition Updates**
 - Adding *Regular Employee* and *Temporary Employee*
 - Deleting *Eligible Employee* and *Ineligible Employee*
 - Updating *Emergency Hire Employee*
 - Updating *Floating Holiday* to specify in lieu of Veterans Day
- **Incentive Pay Plan Resolution Incorporated**
 - Definitions incorporated
 - Pay for Performance language incorporated
 - Non-financial goals incorporated into Exhibit B

2017 Resolution changes will be minimal

Paid Parental Leave Update

First Three Quarters 2016

- 33 employees have taken Paid Parental Leave
- Employees have been paid for more than 5,200 Paid Parental Leave hours
- Pay for these hours totals slightly more than \$209,000

Paid Parental Leave is a welcomed benefit

Motivating Exceptional Performance

TWO TYPES OF GOALS

1. Financial
 - Self-funding
2. Values Driven, non-financial
 - Focuses the Port on the most important social responsibility and environmental sustainability commitments each year

Results Oriented, Self-funding, Values Driven, Century Agenda Focused

Values Driven Non-Financial Goals

#1 – Women and Minority Business Enterprise (WMBE) Participation

Increase Women and Minority Business Enterprise (WMBE – certified and non-certified) contracting participation Port-wide, to 5.25%.

Aside from the Incentive Pay Plan goal, we will continue to also focus on achieving the Century Agenda Small Business long term goal of 40%

Focusing the Port on the Century Agenda

Values Driven Non-Financial Goals

#2 – Customer Satisfaction

2a. Aviation Division Customer Satisfaction (ASQ Survey)

The ASQ survey is a 5 point rating system administered by the Airport Service Quality (ASQ), across major airports.

Achieve the following scores (full year average) in 2017 on the ASQ survey on a minimum of 3 of the following 5 most important customer satisfaction service items:

<i>Service Item</i>	<i>2016 YTD (10/9)</i>	<i>2017 Goal (est.)</i>
Restroom Cleanliness	3.82	3.90
Checkpoint Wait Times	3.76	3.84
Internet Wi-Fi Access	3.70	3.77
Comfort of Waiting/Gate Areas	3.71	3.78
Wayfinding	4.25	4.34

Focusing the Port on the Century Agenda

Values Driven Non-Financial Goals

#2 – Customer Satisfaction

2b. Maritime Division Customer Satisfaction

Achieve the following scores in 2017 on the Maritime's customer satisfaction survey on a minimum of 3 of the following 5 critical customer satisfaction service items:

<i>Service Item</i>	<i>2016</i>	<i>2017 Goal</i>
Restroom Cleanliness - Bell Harbor Marina (BHM)	4.72	4.81
Exterior Cleanliness (BHM)	4.51	4.60
Correspondence / Communication (BHM)	4.29	4.38
Correspondence / Communication - Shilshole Bay Marina (SBM)	3.67	3.74
Car Prowl Reduction (SBM)	TBD	10% reduction

Focusing the Port on the Century Agenda

Values Driven Non-Financial Goals

#2 – Customer Satisfaction

2c. Economic Development Division Customer Satisfaction

Achieve the following scores in 2017 on the Economic Development Division's customer satisfaction survey on a minimum of 3 of the following 5 critical customer satisfaction service items:

<i>Service Item</i>	<i>2016</i>	<i>2017 Goal</i>
Exterior Cleanliness	3.67	3.74
Interior Cleanliness	3.82	3.90
Correspondence	3.81	3.89
Staff Availability	3.96	4.04
Courtesy	4.16	4.24

Focusing the Port on the Century Agenda

Values Driven Non-Financial Goals

#3 – Environmental Stewardship (Achieve 3 of the 5 following goals)

- 3.1** Implement energy efficiency projects in 2017 at both maritime and airport facilities that will, once completed by December 2018, reduce our energy demand by 34,000 MMBTU and our GHG emissions by 1,500 tons/year.
- 3.2** Present P69 solar concept for Commission decision in January 2017, and if approved by March 2017, construction will be underway by December 2017.
- 3.3** Complete assessment of 20% of maritime stormwater pipeline and rehabilitate pipes serving 75 acres of port property.
- 3.4** Engage employees port-wide to increase recycling level from 66% to 71% at the Airport Office Building and from 50% to 55% at Pier 69.
- 3.5** Increase green office product purchasing from 29-35%.

Focusing the Port on the Century Agenda

Values Driven Non-Financial Goals

Summary

- Extension of the 2016 Incentive Pay non-financial goals
- Support One - Port approach
- Link to the Century Agenda
- Focus employee efforts on “What’s Important” for 2017

One- Port with a focus on the Century Agenda