



# Port Jobs 2009 Annual Report

August 2010



*Expanding opportunities.*  
**Building success.**

# PORT JOBS: THEN AND NOW

Expanding Opportunities. Building Success.

In 1990, the Port of Seattle, together with educators, business leaders, human service providers, organized labor, and local government officials, formed the *Working in King County Task Force* to assure the availability of skilled workers for Port-related businesses and create living-wage job opportunities for community residents.

In response to the study's recommendations, the Port of Seattle spearheaded the creation of **Port Jobs** in 1993 to provide a forum for stakeholders to work together on workforce issues in the Port-related economy.

Our mission: to develop strategies to employ more skilled workers in port-related businesses, and create opportunities for those who are typically underrepresented in such jobs.

## Port Jobs Today

Since 1993, Port Jobs has served more than **60,000 community residents**, helping more than **11,000 people** find jobs with airport employers and in the skilled trades.

Today our main programs include:

- Airport Jobs
- Airport University
- Apprenticeship Opportunities Project
- Financial Tools for the Trades

In addition to our programs, Port Jobs conducts applied research in areas such as transportation, logistics and workforce development.

We are pleased to present this *2009 Annual Report*. It provides a snapshot of Port Jobs' performance and outcomes this past year.



# LEVERAGED FUNDING

## Leveraging the Port of Seattle's Support

When Port Jobs was created in 1993, we had four funding sources: the Port of Seattle, King County, City of Seattle, and Northwest Area Foundation.

Fast forward to 2009. Port Jobs now manages numerous funding sources, including a mix of public funding, competitive foundation grants, and contracts for service.

The Port of Seattle is Port Jobs' largest funder, providing \$658,543, or nearly 54% of all funding. This funding is made up of \$200,000 in an operating and staff support contract, \$165,000 for an

Airport Jobs contract, \$178,571 in in-kind support, and \$114,972 in money generated by the \$.20/hr charge to Port contractors. Port Jobs also competes for funding from private foundation grants, and funding from City, County, State, and Federal governments. The funding from the Port of Seattle therefore acts as leverage for other funding. The result is that for every dollar of direct Port support received in 2009, Port Jobs raised an additional \$2.30.

The chart on the following page provides an overview of Port Jobs' funding sources, and the programs that each helps to support.



JOB SEEKERS LOOK FOR WORK AT AIRPORT JOBS

# PORT JOBS 2009 FUNDING

Port Jobs 2009 Revenue By Source and Program							
Program Funders							
	Port of Seattle	King County	City of Seattle	State of Washington	Other Leveraged Funds	Total funding by program sector	Total funding by program
<b>Programs</b>							
General Operating - PJ	\$ 100,000		\$ 24,334			\$ 124,334	
	\$ 100,000					\$ 100,000	
	\$ 59,902					\$ 59,902	\$ 284,236
Airport	\$ 165,000		\$ 24,333	\$ 57,000		\$ 246,333	
	\$ 118,669					\$ 118,669	
					\$ 382,182	\$ 382,182	\$ 747,184
Apprenticeships	\$ 114,972	\$ 22,850	\$ 24,333			\$ 162,155	\$ 162,155
					\$ 26,102	\$ 26,102	\$ 26,102
	\$ 658,543	\$ 22,850	\$ 73,000	\$ 57,000	\$ 408,284		
<b>Total Funding</b>							\$ 1,219,677

# AIRPORT JOBS

## Connecting Job Seekers and Employers at Sea-Tac Airport

Sea-Tac Airport employs 14,000 people, making it a major regional employer. Located in the main terminal of Sea-Tac Airport, Airport Jobs is the primary recruiting tool for many airport employers and the principal resource for residents seeking employment at the airport.

Since Port Jobs opened Airport Jobs in 2000, more than **54,000 job seekers** (many of whom are immigrants or refugees, speaking nearly 100 different languages) have used its services.

The majority of employers at Sea-Tac Airport have listed job openings at the center,

filling more than **10,375 positions** with Airport Jobs clients. The five employers that have hired the most Airport Jobs clients include:

- HMS Host (960 hires)
- AirServ (780)
- DAL Global Services (780)
- Huntleigh (680)
- Menzies Aviation (618)

Additionally, many employers have used Airport Jobs' special recruiting and open interview events to quickly hire employees to fulfill new contracts, start up local operations, or expand markets.

*“When you job search on your own, you don’t have a chance for one-on-one help. At Airport Jobs, you feel a lot more at ease and are able to get answers.”*

**G.W., job seeker**

*“Port Jobs is a progressive and vital contributor to the success of the business environment at Sea-Tac.”*

**Paul Lawson,  
District Manager,  
Ivar’s Seafood Bars**



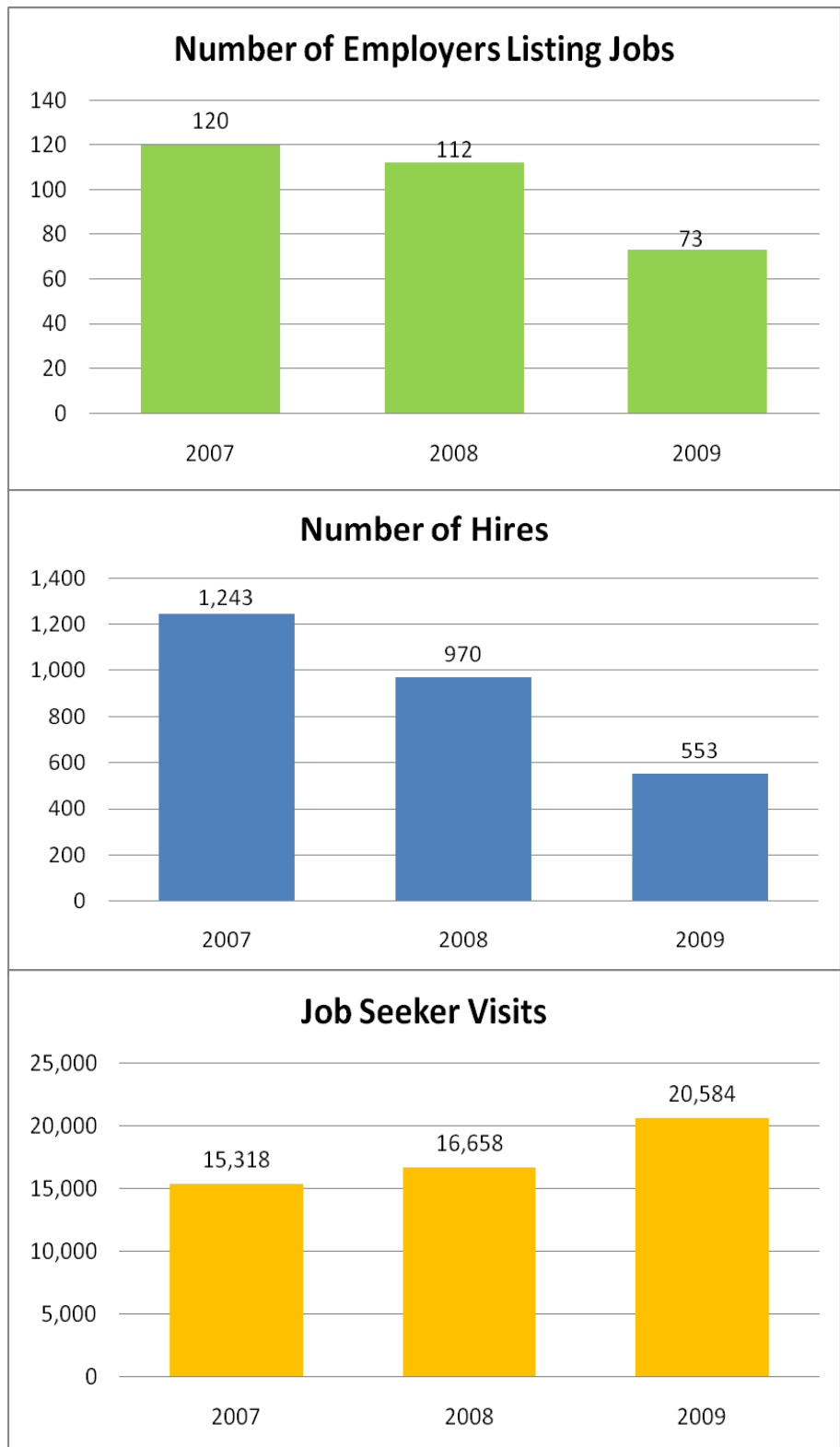
## Recession affects airport hiring

In 2009, the economic recession led to a dramatic decrease in hiring at the airport.

Fewer employers listed jobs through the Center (73 employers listed openings in 2009, compared to 112 in 2008, and 120 in 2007).

Employers filled 553 jobs through the Center in 2009 – 55% fewer than the 1,243 jobs filled just two years earlier.

As jobs became scarce throughout the County, job seekers came in record numbers to Airport Jobs in search of work. In 2009, job seekers made more than 20,500 visits to Airport Jobs – a 34% increase from 2007.



# AIRPORT UNIVERSITY

## Workplace-Based College Classes for Airport Workers

Airport University – a partnership between Port Jobs, South Seattle Community College, and Highline Community College – transforms Sea-Tac Airport into a college.

Through a combination of jobs skills classes and credit-bearing courses, airport workers can progress along career pathways in the hospitality, trade and tourism industries, and move toward certificates and degrees. The Port of Seattle provides critical training space for Airport University classes.

Airport University also offers small scholarships (up to \$450 per person) to help low-wage workers attend local colleges. Scholarships can be used to pay for classes and books.



AIRPORT UNIVERSITY STUDENTS

*“My family is proud of me. And my coworkers are asking me, ‘How do I get to take those classes?’”*

– **Airport University student**

*“We’re really excited to have this program at the airport to prepare employees for advancement in our company.”*

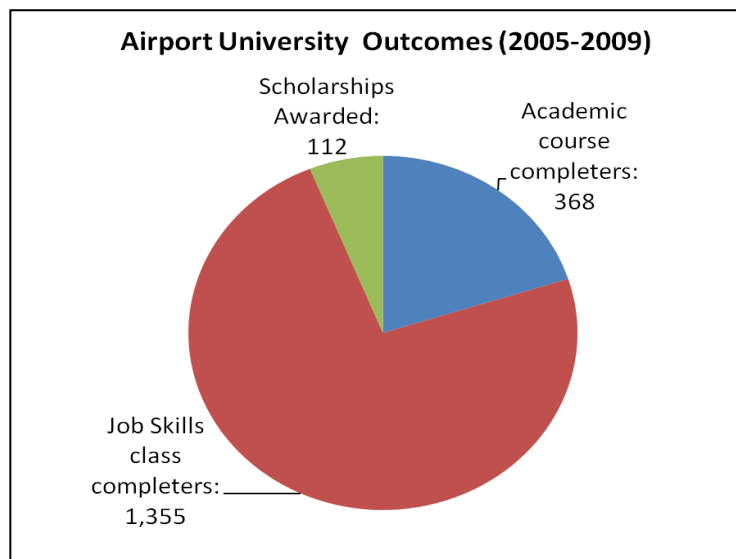
– **Manager, Menzies Aviation**

Course and training offerings include:

- Supervision and Leadership
- Keyboarding I and II
- Using Computers in Business
- Human and Labor Relations
- Interview Preparation
- Food Handlers and Beverage Serving Permit classes
- Security badge test and airfield driving test preparation workshops for English language learners

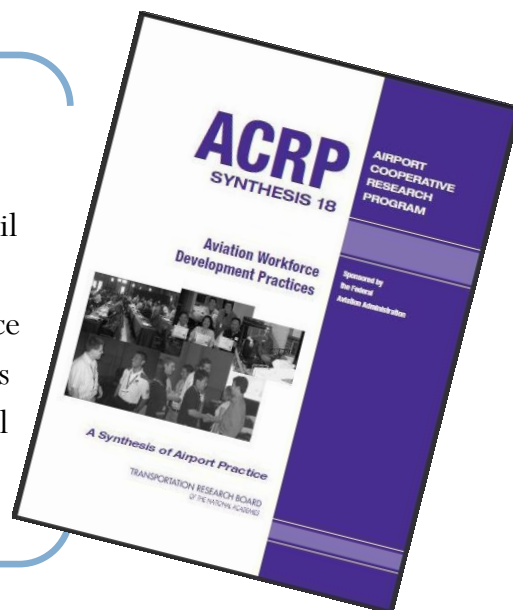
In 2009, airport workers completed 89 credit-bearing, academic college courses through Airport University. Nineteen scholarships were awarded. Additionally, job seekers and workers completed 186 job skills classes, covering Security Identification Display Area (SIDA) test preparation, interview preparation, website applications, and food service worker permitting.

Since offering the first Airport University class in 2005, airport workers have completed nearly 370 academic courses, and job seekers and workers have completed 1,355 job skills classes. More than 110 scholarships have been awarded.



### Special Recognition

Airport University was featured April 2010 issues of the Transportation Research Board's Aviation Workforce Development Practices report. This report was sponsored by the Federal Aviation Administration.





# THE APPRENTICESHIP OPPORTUNITIES PROJECT

## Connecting Residents to Well-Paying Construction Careers

Created in 1994, the Apprenticeship Opportunities Project (AOP) helps low-income individuals, women, and people of color enter and succeed in apprenticeships and in trades-related jobs.

The construction industry has been particularly hard hit in the recession, shedding nearly 33,000 jobs across the state during 2009 alone. Apprenticeship programs enrolled substantially fewer people than prior years.

Despite this difficult environment, AOP placed 63 people into apprenticeships and trades-related jobs in 2009. These residents earn an average \$18.37 per hour plus benefits. Since 1994, AOP has placed more than 1,800 people in apprenticeships and trades-related jobs.

AOP also provided financial assistance to 90 apprentices to help them begin their careers or stay in the trades. Most assistance was used to pay for tuition and training fees, union dues, and work clothing. Since the start of the program, AOP has provided financial assistance to more than 1,200 people.

*“AOP went out of their way to help me. It made such a difference to know that they were in my corner.”*

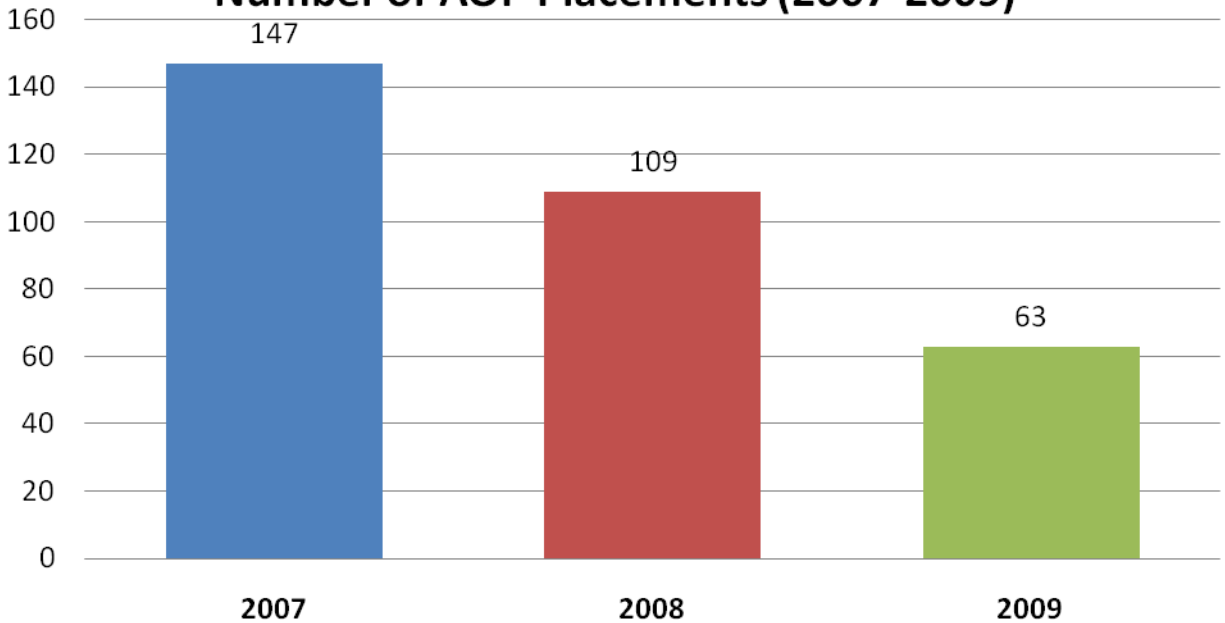
*– C. S., journey-level ironworker*

*“I could not have done it without AOP. They made sure I was 100% covered, so I would not fail.”*

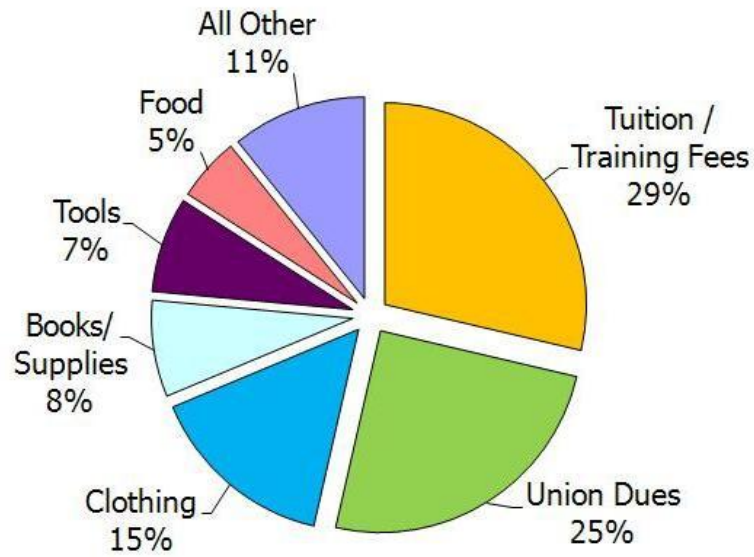
*– Apprentice*



### Number of AOP Placements (2007-2009)



### AOP Financial Assistance Provided (2009)



*Chart is based on dollars spent*

# FINANCIAL TOOLS FOR THE TRADES

## Money Management Skills for Apprentices

Construction workers have the potential to earn good wages and benefits, but many experience periods of unemployment due to lack of jobs, seasonal downturns, or injury. A typical first year apprentice may work just 9 months in a normal year.

Port Jobs created Financial Tools for the Trades (FTT) in 2005 to give apprentices the tools to plan for unemployment, manage their money, build credit, deal with debt, and save for the future.

In partnership with Wells Fargo, Port Jobs teaches **Financial Tools workshops** to apprentices in the greater Seattle area. More than 1,300 apprentices have attended these workshops since 2005.

With the success of FTT in Washington, apprenticeship programs nationwide began asking for a Financial Tools curriculum. This led Port Jobs to create a **Trainer Toolkit**, released in fall 2009. More than 20 organizations in 10 states

*“I’ve got a big family, and every month something comes up that’s an emergency.*

*Having a [money management] class sends the right message that this is something serious enough that everybody should sit down and learn.”*

*–John, 1<sup>st</sup> year apprentice*

*“Financial Tools for the Trades may be the most important class we teach our apprentices.”*

*–Tami St. Paul*

*Training Coordinator, Operating Engineers Regional Training Program*

have purchased the Trainer Toolkit, and more than 10,000 Survival Guides have been disseminated nationwide. This provides a source of funding that helps sustain the program.



## OTHER WRAP-AROUND SERVICES

### Community Partnerships Provide Robust Services to Jobseekers, Workers and Employers at Sea-Tac Airport

Port Jobs teams up with other service providers to offer wrap-around services to job seekers, workers, and employers at Sea-Tac Airport.

#### Free Tax Preparation

As part of our asset-building work, Port Jobs partners with United Way and the IRS to provide free tax preparation at the Airport Jobs office. In 2009, 471 tax returns were prepared at Airport Jobs bringing more than \$565,000 in Federal tax refunds back into the community. The average adjusted gross income of tax filers was \$24,350.

*"I helped a single mother of two, working full time, making about \$19,000 per year. She'll receive a \$6,000 refund. Last year she paid \$600 to file her taxes with a commercial tax preparer. I felt really good that we were able to help her for free through this program."*

*– Volunteer income tax preparer at Sea-Tac site*

#### Basic Food Employment and Training Program (BFET)

Through a partnership with the Department of Social and Health Services, more than 900 people (who are required to seek employment while receiving Basic Food services) received job search assistance at Airport Jobs. Port Jobs also partnered with Within Reach to help eligible job seekers and airport workers sign up for the state Basic Food Assistance program.

#### Employer Brown Bags

Port Jobs held two workshops for airport employers focusing on the Employment Security Department's *Shared Work* program, which can help companies avert layoffs during economic downturns.

# STRATEGIC OBJECTIVES

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## Supporting the Port of Seattle's Strategic Vision

Port Jobs supports the Port of Seattle's *Century Agenda* principles to:

**"...respond to the needs of its customers and community in a changing economy."**

- Port Jobs' airport and construction programs help people who need jobs, particularly those who are most vulnerable in these tough economic times.
- Supports airport employers' workforce needs through a menu of services that are responsive to the changing economic environment.
- Lowers airport employers' cost of doing business by reducing hiring expenses.

*"In other airports, we spend considerable time and money trying various recruitment sources. Here, Airport Jobs provides us with a steady and sufficient supply of qualified applicants."*

*– Sea-Tac Airport employer*

**"...adopt best practices and partner with others who are committed to responsible stewardship of our...community where those partnerships serve to further the needs of the Port's core business."**

- Airport University, recognized as an innovative workforce practice by the Federal Aviation Administration (FAA), not only helps workers perform more effectively, it creates a pool of employees ready to move up and assume more responsibility. So as an airport business expands, staff can grow right alongside it.

**"...foster social justice and maximize the ability for people to achieve their full potential...pursuing partnerships that create jobs and advance human potential through apprenticeship programs, job training, community colleges..."**

- AOP provides access to apprenticeship programs and provides financial assistance to help new apprentices succeed. Two AOP outcomes studies (from 1998 and 2007)

found that apprentices who received services from AOP had a higher retention rate than the overall retention rate for King County apprentices in the same trades.

- Airport University brings community college courses to the workplace, allowing airport workers to take classes at times that are convenient to them. Many of these workers work unusual hours and/or have more than one job. Others have extensive family obligations that further impair their ability to participate in traditional education and training programs.
- Financial Tools for the Trades helps new construction workers learn money management skills to build their financial foundations and weather ebbs and flows in the construction industry.

*“Airport University is a stepping stone. I would never have been able to take a college class if it hadn’t been at my work site. There aren’t enough hours in the day for me to go to a college campus for this type of help.”*

*-Airport worker*

**“The workforce of the Port should reflect the population diversity of King County so that the economic opportunity generated by the Port can be accessed by all of its citizens.”**

- AOP helps remove barriers to well-paying jobs in the building and construction trades, particularly for residents who have not traditionally had access to these opportunities. Two AOP outcomes studies (from 1998 and 2007) found that AOP recruited a sizeable percentage of the women and people of color who entered apprenticeship in King County.

**“...work with community partners to take a long-term strategic look at population and labor market trends to support ongoing employment pathway needs and labor requirements of the Port’s enterprises.”**

- Port Jobs’ research into short-haul trucking and the international trade and logistics sector provides analysis and recommendations to inform policymakers and other stakeholders in the Puget Sound region.
- Airport Jobs and Airport University allow workers to build skills and advance to next-steps jobs, both at the airport and beyond.

## ADDITIONAL PROGRAM INFORMATION

The following table indicates program which are, or were in the past, part of the Port Jobs portfolio. The table provides program name, years in existence, present status, funding sources, and additional notes.

<i>Program / Study</i>	<i>Program Years</i>	<i>Still Exists?</i>	<i>POS funding?</i>	<i>Other funding?</i>	<i>Additional Notes</i>
Apprenticeship Opportunities Project	1993 -2010	Yes	Yes (contractors)	King County	Subcontracted to ANEW through Port Jobs. Funding source will no longer be \$.20 from contractors
Financial Tools for the Trades	2006 -2010	Yes	No	Wells Fargo Bank, Nat'l. Endowment for Financial Educ.	Sales of the booklet that is used for this program are sold to other non-profits
Free Tax Preparation	2003 - 2010	Yes	No	United Way	Staffed by volunteers, uses Airport Jobs offices during tax season for tax prep to low-income airport workers
Center for Working Families	2006 -2010	Yes	No	Paul Allen Foundation, Anne E. Casey Foundation, Seattle Foundation	Seattle Foundation is the only current funder, other funding being sought
Women in Construction – (Women in Apprenticeship Study)	2006	No	No	Workforce Development Council of King Co.	This was not a program, it was a one-time study
Low-Income Car Ownership Program	2006 -2007	No	No	WSDOT	No longer funded
Working Wheels	1999 -2010	No	No	Solid Ground, King County, WSDOT	Program discontinued for summer, funding being sought
Financial Education and Mentoring	2004 - 2007	No	No	Allen Foundation	No longer funded



MICHAEL BULLING WITH THE PORT OF SEATTLE COMMISSION AND EXECUTIVE DIRECTOR. SOURCE: PORT OF SEATTLE WEBSITE

### Case-in-Point

Michael Bullins, who works for a custodial company at Sea-Tac Airport, was recently honored by the Port Commission and CEO after he was awarded the Tacoma Goodwill Industries Graduate of the Year Award.

Mr. Bulling found his employment at the airport through Airport Jobs, visiting the office to view open positions and get help with the application process.