



# Port Jobs 2010 Annual Report



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

*Port Jobs receives funding and in-kind support from the*



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## Expanding Opportunities. Building Success.

### Background

In 1993, the Port of Seattle spearheaded the creation of **Port Jobs**, a 501(c)(3) nonprofit organization, to provide a forum for stakeholders to work together on workforce issues in Port-related business sectors.

Port Jobs works to increase access to living wage jobs and to foster a more vibrant and equitable economy for residents of and businesses in Seattle and King County. We do this through four core programs:

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

Since 1993, Port Jobs' programs have served nearly **70,000 community residents**, helping more than **11,500 people** find jobs with airport employers and in the skilled trades.

### 2010 Snapshot

We are pleased to present this *2010 Annual Report*. Key outcomes include:

- 8,700 job seekers assisted and 494 open positions filled at Sea-Tac Airport. (Airport Jobs)
- 66 employers listed job openings
- 31 airport workers completed 32 college credit-bearing classes onsite at the airport. 15 airport workers received small scholarships (up to \$450) to take college classes. (Airport University)
- 72 people placed in apprenticeships and trades-related jobs earning an average of \$17.48 per hour plus benefits. (AOP)
- 104 apprentices received financial assistance to help launch or retain their careers in the trades. (AOP)
- 103 apprentices learned money management skills. (Financial Tools for the Trades)



# LEVERAGED FUNDING

## Leveraging the Port of Seattle's Support

The Port of Seattle is Port Jobs' largest funder. In 2010, the Port provided \$626,398, or 60% of Port Jobs' overall funding. This funding is made up of \$200,000 in an operating and staff support contract, \$165,000 for an Airport Jobs contract, \$117,376 in in-kind support, and \$144,022 in money generated by the \$.20/hr charge to Port contractors. The Port of Seattle's direct and in-kind funds specifically support Airport Jobs and the Apprenticeship Opportunities Projects.

Port Jobs also competes for funding from private foundation grants and has contracts with the City of Seattle, King County, and the state and federal governments. This funding

also supports Airport Jobs, the Apprenticeship Opportunities Project, along with Port Jobs' other programs, including Airport University, Financial Tools for the Trades, and wrap-around services provided with partner organizations.

The funding from the Port of Seattle therefore acts as leverage for other funding. For every dollar of direct Port support received in 2010, Port Jobs raised an additional **\$1.55**.

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



# PORT JOBS 2010 FUNDING BY SOURCE AND PROGRAM

Programs	Program Funders						Total funding by program sector	Total funding by program	
	Port of Seattle	King County	City of Seattle	State of Washington	Other Leveraged Funds				
General Operating	Operating Support	\$ 100,000		\$ 24,334		\$ 31,000	\$ 155,334		
	Staff Support	\$ 100,000					\$ 100,000	\$ 289,676	
	In-Kind	\$ 34,342					\$ 34,342		
Airport	Airport Jobs	\$ 165,000		\$ 24,333	\$ 54,676	\$ 28,522	\$ 272,531		
	AJ In-Kind	\$ 83,034					\$ 83,034	\$ 556,844	
	Airport University					\$ 201,279	\$ 201,279		
Apprenticeships	AOP	\$ 144,022	\$ 22,858	\$ 24,333			\$ 191,213	\$ 191,213	
	Financial Tools for the Trade					\$ 12,800	\$ 12,800	\$ 12,800	
<b>Total Funding by Funder</b>		\$ 626,398	\$ 22,858	\$ 73,000	\$ 54,676	\$ 273,601			
<b>Total Funding</b>									\$ 1,050,533

# AIRPORT JOBS

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

More than 14,000 people work at Sea-Tac Airport. Port Jobs opened **Airport Jobs** in 2000 to provide a centralized hub where airport employers could recruit new workers and local residents could find airport employment.

### 2010 Outcomes

In 2010, 66 employers listed job openings through Airport Jobs, filling 494 airport positions with Airport Jobs clients. The average placement wage was \$9.44 per hour.

While Airport Jobs met its placement goal for the year (500 hires), the economy continued to put a damper on airport hiring. Chart 1 shows that 2010 hires were significantly lower than they

were prior to the recession. Port Jobs has continued to build relationships with airport employers to meet their evolving hiring needs. As a result we are providing more employers with special recruiting events in our office in lieu of the large job fairs we hosted in the past.

Airport Jobs continued to see high numbers of job seekers in 2010 – nearly 8,700 people visited the center looking for work, which was slightly lower than last year. See chart 2.

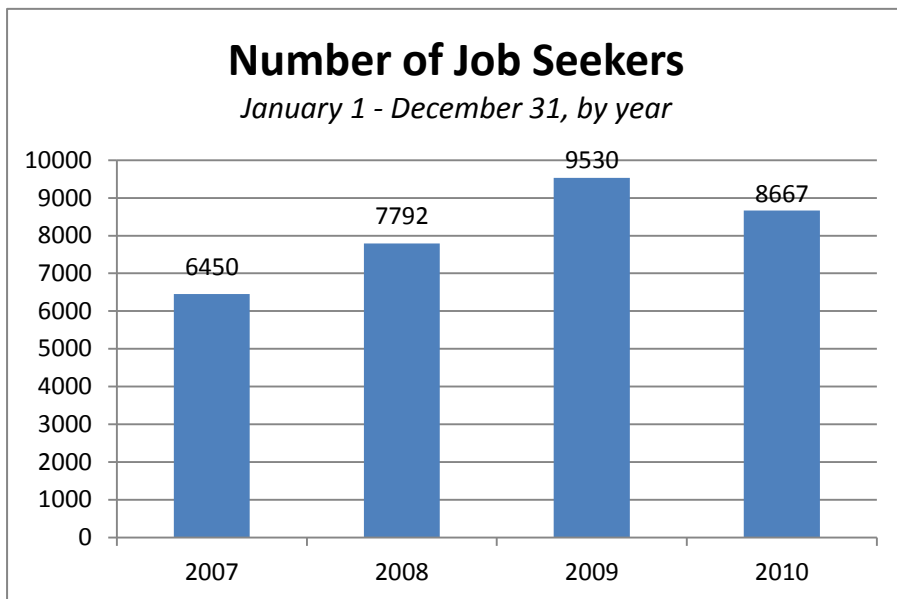
Many job seekers are immigrants and refugees who are English language learners. Airport Jobs’ diverse staff speaks multiple languages that are reflective of the populations we serve.

*“Port Jobs provides many important services at Sea-Tac Airport. Without them, we would have a harder time staffing our stores, and our staff would not have the opportunities for growth that have been available (at Airport Jobs) over the years.”*

**-Tammy Lathan**  
**Concessions International**



## Charts 1 & 2



Since opening in 2000, Airport Jobs has served nearly **57,000 job seekers**. Employers have filled more than **10,600 positions** with Airport Jobs clients. The five employers that have hired the most clients include: HMS Host (1,150 hires), DAL Global Services (806), AirServ (798), Huntleigh (687), and Menzies Aviation (647).

# AIRPORT UNIVERSITY

## Workplace-Based College Classes for Airport Workers

Airport University – a partnership between Port Jobs, Highline Community College, and South Seattle 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, transportation and tourism industries, and move toward certificates and degrees. The Port of Seattle provides critical training space for Airport University classes.

### 2010 Outcomes

In 2010, 31 airport workers completed 32 credit-bearing, academic college courses through Airport University. These classes, which were taught by Highline Community College, included:

- Introduction to Computers/Windows
- Managing Customer Service
- Keyboarding

Airport University offers small, competitive, needs-based scholarships of up to \$450 to help low-wage workers attend local colleges. Scholarships can be

*“The many programs that Port Jobs offers makes it a progressive and vital contributor to the successes of the business environment at Sea-Tac. Airport University, for example, has been a great development tool above and beyond what we offer internally [to employees].”*

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

used to pay for tuition, books or fees. In



AIRPORT UNIVERSITY STUDENT WITH MARY TURLA,  
AIRPORT UNIVERSITY COORDINATOR (RIGHT)



2010, 15 scholarships were awarded to airport workers.

In partnership with airport concessionaires, Port Jobs offered 9 classes for airport workers who needed to obtain or renew their Washington State Food Handlers Cards or Alcohol Serving Permit. A total of 118 airport workers completed these classes in 2010.

Additionally 9 people completed Port Jobs' Security Identification Display Area (SIDA) test preparation class in 2010. The participants included a mix of job seekers and incumbent airport workers who needed to pass the new SIDA test in order to retain their Airport security badges and jobs.

Chart 3

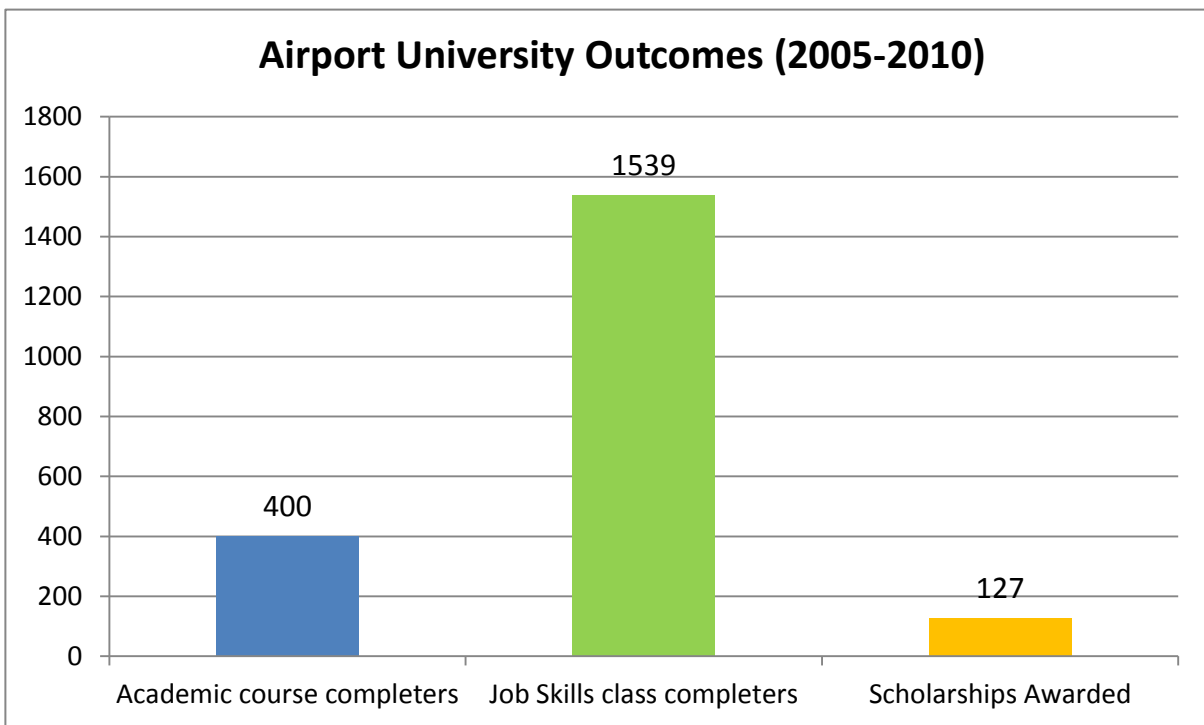


Chart 3 shows that since offering the first Airport University class in 2005, airport workers have completed 400 credit-bearing academic courses in computers, customer service, and leadership/supervision. More than 125 scholarships have been awarded. Job seekers and airport workers have completed nearly 1,540 job skills classes in SIDA test preparation, airfield driving test preparation, airport interview preparation, food/alcohol permitting, and other similar courses.

# 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. Port Jobs partners with Apprenticeship and Nontraditional Employment for Women (ANEW) to operate AOP. ANEW is one of the oldest pre-apprenticeship programs serving women in the United States.

### 2010 Outcomes

Despite the sluggish economy, AOP surpassed its placement goal in 2010, placing 72 people in apprenticeships and trades-related jobs where they earned an average of \$17.48 per hour plus benefits (goal = 60). The majority entered the electrical trades, followed by the laborers and carpentry trades. Since 1994, AOP has placed more than 1,800 people in skilled trades jobs.

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

*– Apprentice*



A CLIENT PREPARES FOR APPRENTICESHIP

AOP provided \$34,000 in financial assistance to 104 apprentices in 2010, who met low-income guidelines and had no other resources. Financial assistance is meant for work-related or emergency needs to help apprentices launch or retain their careers in the trades. Chart 5 shows that in 2010, most assistance was used to pay for tuition and training fees, work clothing, and union dues. Since the start of the program, AOP has provided financial assistance to more than 1,200 people.

Chart 4

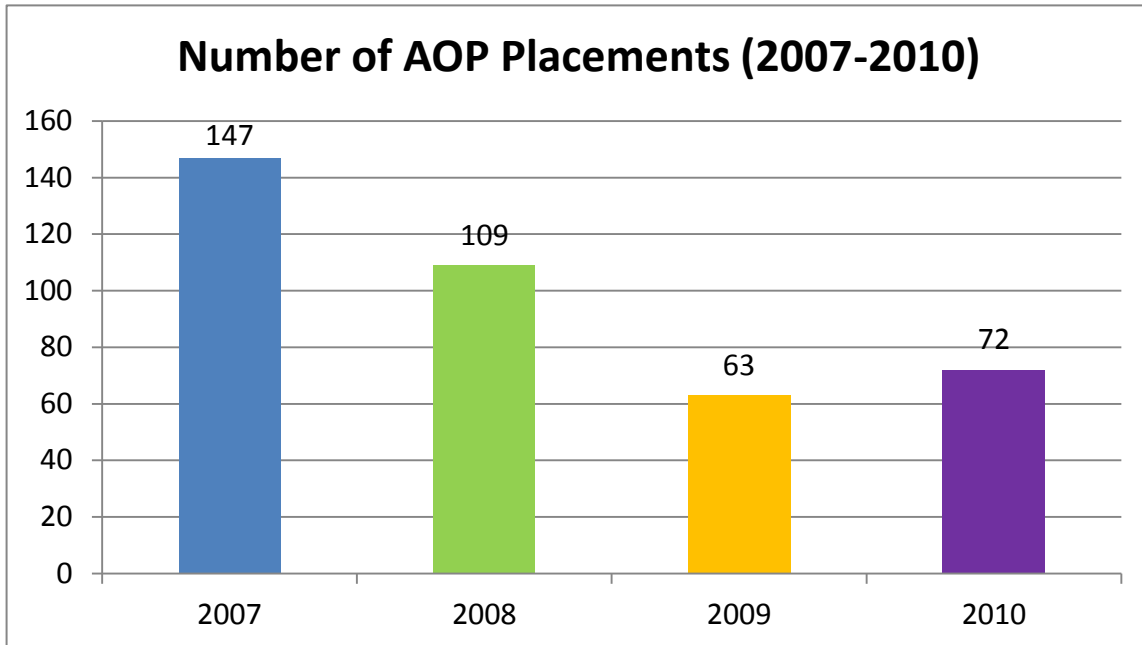
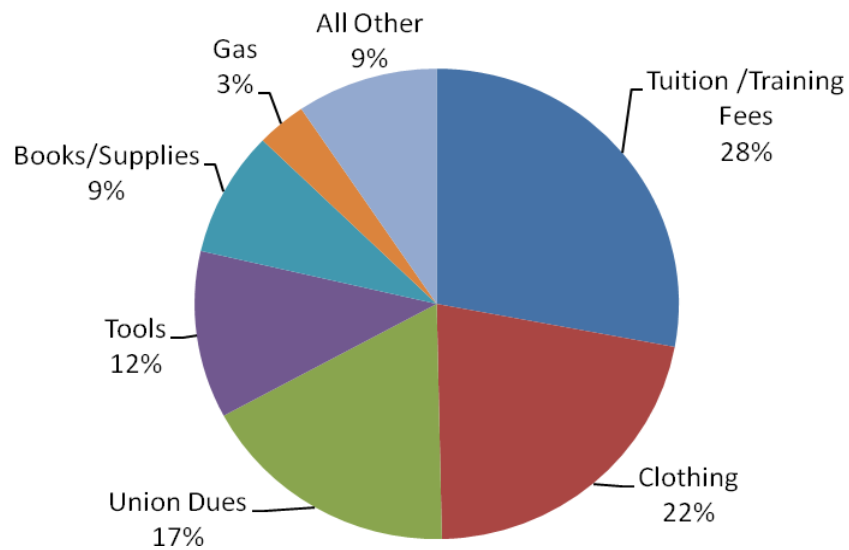


Chart 5

### AOP Financial Assistance Provided (2010)



*Percentages are based on dollars spent per category*

# FINANCIAL TOOLS FOR THE TRADES

## Money Management Skills for Apprentices

Construction workers have the potential to earn good wages and benefits, but periods of unemployment are common. A typical first year apprentice may work just 9 months in a normal year and even less in today's economy.

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

### 2010 Outcomes

In partnership with Wells Fargo, Port Jobs taught 9 Financial Tools classes to 103 apprentices and pre-apprentices in 2010. More than 1,300 people have attended these classes since 2005.

Port Jobs also sells a **Trainer Toolkit** so that apprenticeship programs across the

*"The Financial Tools class has been great. We have taught it to our second, third, and fourth year students. Everyone has had positive feedback."*

*—Ironworkers Training Coordinator,  
Anchorage, Alaska*

*"I didn't know how much credit can really cost. But now I know, and I am grateful."*

*—Apprentice*

country can teach the Financial Tools curriculum to their students. In 2010, we sold 34 Toolkits to apprenticeship programs in 17 states. These sales provide a funding source 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 uses leveraged resources to partner with other service providers to offer wrap-around services to job seekers and workers at Sea-Tac Airport.

#### Free Tax Preparation

Each tax season, Port Jobs partners with United Way to provide free tax preparation at Airport Jobs. In 2010, volunteers prepared 435 tax returns for airport workers and residents, bringing \$694,000 in Federal tax refunds back into the community. The average adjusted gross income of tax filers was \$25,300.

#### Basic Food Employment and Training Program

Through a partnership with the Washington State Department of Social and Health Services, nearly 900 people (who are required to seek employment while receiving Basic Food services) received job search assistance at Airport Jobs in 2010 and 58 secured jobs at the airport. Port Jobs also partnered with Within Reach to help eligible job seekers and airport workers sign up for the state Basic Food Assistance program.



INTERVIEW PREPARATION CLASS PARTICIPANTS FROM  
WHITE CENTER

#### Neighborhood Jobs Pipeline

With support from the Annie E. Casey Foundation/Making Connections and the White Center Community Development Association, Port Jobs provides specialized services to White Center residents help them access jobs and college education at the airport. Services include airport interview preparation classes, placement assistance, case management, and connection to other Port Jobs services such Airport University classes and scholarships. In 2010, 57 White Center residents completed Interview Preparation classes, more than 70 residents found jobs, and 8 earned college credits or scholarships through Airport University.

# STRATEGIC OBJECTIVES

## 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.”**

- Airport Jobs ensures that a diverse group of jobseekers have access to Port and Port-related employment. And 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.”**

- At the Port of Seattle’s request, Port Jobs has worked with community partners to assist short haul truck drivers displaced by the new clean air regulations.
- In 2011, Port Jobs will be doing outreach and preparation classes for job seekers interested in competing for the positions to be hired at the Port’s new Rental Car Facility.

## OTHER 2010 HIGHLIGHTS

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- Port Jobs contract extended – In November 2010, the Port of Seattle Commission voted to extend Port Jobs’ contract for an additional three years with two additional one-year options to renew.
- New leadership for key partner – In late 2010, Port Jobs partner ANEW hired Heather Winfrey as its new Executive Director. Ms. Winfrey has been solidifying and expanding ANEW’s partnerships throughout the local construction industry. She has also focused on expanding the number of people served through AOP, increasing the program’s visibility in the apprenticeship community, and enhancing client outreach.
- Financial Tools for the Trades goes national – the National Elevator Industry Educational Program (NEIEP) is incorporating Port Jobs’ Financial Tools for the Trades program into its apprenticeship training curriculum nationwide.
- Helping veterans – Port Jobs taught Financial Tools for the Trades classes to students in Veterans in Construction Electrical (VICE) and Veterans in Piping (VIP), which fast track veterans into apprenticeship careers. Port Jobs also participated in the first ever Port-involved Veterans Career Fair at Qwest Field through Hire America’s Heroes, introducing veterans to careers at the airport.
- Building new partnerships – Port Jobs has been building new partnerships with Native and Veteran workforce groups, including supporting United Indians of All Tribes in their Native Workforce Investment Act work, and partnering with the Women Veterans project through the Women’s Bureau of the U.S. Department of Labor.
- New leveraged funding – Port Jobs just received a grant from United Way to build a “Whole Family Neighborhood Jobs Pipeline” that connects families to career and educational opportunities through Airport Jobs and Airport University.





# NOTES

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