



# MEMORANDUM

To: Dave McFadden  
Joseph Meyer

Date: February 20, 2019

From: Charla Skaggs

RE: Career Support and Advance Center Outreach Summary

The Port of Seattle Commission is considering a Port-funded pilot program to provide to educate and assist employers and workers with questions regarding labor and employment laws. If approved, the CSAC would be located at or near the Seattle-Tacoma International Airport (Airport).

Prior to planned Commission action on February 26, 2019, Port staff convened a forum for employers and other interested stakeholders to hear about the proposed pilot, have questions answered, and for Port staff to better understand both stakeholder needs and any existing resources they use. A second forum was scheduled for the evening of the same day, but no invitees registered for that event.

Port staff engaged Maul Foster and Alongi, Inc. (MFA) to facilitate these meetings.

## AUDIENCE, GOALS, AND TACTICS

The matrix that follows outlines the audience we wanted to reach, goals for the time together and how we worked with stakeholders to ensure their feedback was heard. The invitation, invitation list, and attendee list are included as appendices to this document.

Audience	Goals	Tactics/Actions
<b>Employers at Sea-Tac Airport</b>	<ul style="list-style-type: none"> <li>• Informed about the proposed pilot project</li> <li>• Understand its purpose</li> <li>• Understand next steps, including Commission consideration</li> <li>• Know how to get more information if they need it</li> <li>• Present rough timeline for when services would be available, if approved</li> </ul>	<ul style="list-style-type: none"> <li>• Email invitation to airport employers (list provided by Airport Dining and Retail)</li> <li>• In-person forum</li> <li>• Informational materials provided at forum</li> <li>• Opportunity to provide email feedback</li> <li>• Reminded of planned Commission meeting on 2/26 and ability to comment there</li> <li>• Provided presentation and other materials to invitee list via email</li> </ul>

## FEEDBACK HEARD

Below is a summary of feedback received from attendees at the forum.

- *Resources currently used/available to attendees.*
  - Attendees noted that for many, they rely on internal human resource expertise for assistance in compliance with local and state labor laws.
  - The CSAC would be helpful if it served as a “resource to the resource” – if HR departments/professionals could use this center for the questions or concerns they have, it could be a significant help.
- *Prop 1 understanding/compliance*
  - Airport employers who have been operating under the law for several years do not find it difficult to understand/comply with.
  - Based on transition experience when the law went into effect, CSAC could be helpful for new and/or prospective airport tenants/employers as they begin operations at Sea-Tac.
  - The CSAC would be a helpful resource in helping tenants/employers stay current with new laws or changes.
  - Employers need a resource that allows them to ensure they are compliant when they are unsure how to interpret law.
- *Other requested CSAC services*
  - The CSAC would also be helpful in assisting tenants/employers if they need to modify or update a human resources policy, particularly about Airport Dining and Retail (ADR) contracts – compliance is not only an issue for labor law, but also for the contracts that govern operations at Sea-Tac.
  - Provide access to virtual interpretive/culturally-sensitive communications.
  - Provide feedback loop to airport tenants/employers regarding misconceptions or misunderstandings regarding employment practices. (NOTE: Some requested that this feedback loop be anonymous, so that employee questions that come in could be shared with employers for their better understanding.)
  - Assist in answering employee questions about how company benefits policies comply or go beyond basic compliance with legal requirements.
  - Offer a “robust” referral service for legal assistance/review.
- *Questions regarding represented employees*
  - How will the CSAC answer questions or provide referrals for represented employees, given the differing contracts?
- *General comments/questions*
  - What happens after the two-year pilot concludes?
  - Will airport tenants/employers have an opportunity to provide feedback once RFP is developed?
  - Please establish clear “guardrails” for CSAC responsibilities, including the types of employee referrals and advice it can offer.
  - How will this proposed center integrate with Port Jobs and Airport Jobs, since many airport tenants/employers use them for recruitment.
  - CSAC should not duplicate existing resources but complement them.

## **APPENDIX A – FORUM INVITATION**

Date: January 24, 2019

To: Seattle-Tacoma International Airport Employers

From: James R. Schone, Director – Aviation Commercial Management  
Joseph Meyer, Economic Development Coordinator

### **RE: Invitation to learn about and provide feedback regarding a proposed Career Support and Advancement Center (CSAC) at Seattle-Tacoma International Airport**

You are invited to a stakeholder outreach forum regarding the Career Support and Advancement Center, a pilot program by the Port of Seattle that will be located at Seattle-Tacoma International Airport. There will be a brief presentation about the Port's objectives for the CSAC followed by time for questions and comments about this initiative.

**Date:** Wednesday, February 6, 2019

**Times:** 10:00 am to 11:00 am or 6:30 pm to 7:30 pm

**Location:** The Central Auditorium at Seattle-Tacoma International Airport

**[Please RSVP here by Friday, February 2, 2019 no later than 5pm](#)**

#### **What is the Career Support and Advancement Center?**

The Port funded the CSAC as a two-year pilot program to educate and assist employers and employees at the Airport regarding labor and employment laws. It would also provide referrals to other Port workforce and career development programs like Port Jobs and Airport University.

The passage of City of SeaTac Ordinance 13-1020 (Prop 1) in 2013 created a network of benefits and rights unique to the City of SeaTac and different from state statute. This pilot program will help airport workers understand their benefits and help answer employer and employee questions that arise when SeaTac City benefits and rights differ from state statute.

The Port intends to issue a Request for Proposal (RFP) this quarter for a third party to provide the following services at or near the Airport, beginning sometime in the second half of 2019:

- Develop and deliver a training curriculum for employers and employees that covers SeaTac Municipal Code 7.45 (Minimum Employment Standards for Hospitality and Transportation Industry Employers) and other labor and employment laws affecting firms operating at the Airport; and
- Provide timely and convenient assistance to workers with questions regarding relevant labor and employment law.

#### **Other ways to provide feedback about the Center:**

Employers and the public with questions or comments about the proposed Career Support and Advancement Center can contact Joseph Meyer at [meyer.j@portseattle.org](mailto:meyer.j@portseattle.org) or (206) 787-3347. Comments will be collected through Thursday, February 14, 2019 until 4:00 p.m.

## **APPENDIX C – ATTENDEES**

- Kazue Keys, Fireworks Gallery
- Cherey Smith, Fireworks Gallery
- Chiara Ciarletta, Air France
- David Mitchell, F.S.S
- James Philpot, Hertz
- Liesl Kondor, Hertz
- Shelton Berrly, Shuttle Express
- Cris Krislogo, Airport Jobs
- Akane Childs, Fireworks Gallery
- Heather Wortley, Port Jobs
- Darin Lang, ATZ Inc.
- Anna Kovalyk, Hudson News
- Desiree Dyck, Metro Cruise Service
- Timothy Schmid, Fireworks Gallery