

MOTION

Los Angeles International Airport is the 5th busiest airport in the world for passengers, handling 61.9 million passengers in 2007, or about 70% of the passenger traffic in the Southern California five-county region. With tourism being the 2nd biggest industry in Los Angeles, it is particularly important to ensure that quality of service and security is a priority at LAX.


Airline contracted service workers access secure areas of the airport and include the security officers, skycaps, wheelchair attendants, baggage handlers, cabin cleaners and terminal janitors that affect a passenger's experience when he or she travels through LAX. For example, security officers have a wide array of duties; including searching interiors for explosives, weapons, or other dangerous materials, guarding the exterior of planes while at the terminals, searching cabin cleaners and others who enter the aircraft, escorting passengers without visas to other terminals, and checking identification of airline personnel.

While these service workers have a very important role in service and security of passengers at LAX, their working conditions remain poor. Only three percent of airline service workers have affordable family healthcare. Despite the City's living wage ordinance, most workers earn under \$19,000 per year. The annual turnover rate among airport service workers at LAX is estimated at over 50%. According to Under the Radar, a recent report released by the Los Angeles Alliance for a New Economy, only 12% of workers report they have been given formal training on procedures in an emergency. Less than 25% of surveyed workers with security duties reported receiving formal training on conducting plan searches for dangerous items.

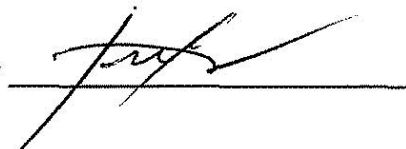
At San Francisco International Airport, all companies that employ workers with security and safety-related duties must be certified by the airport and meet quality standards as outlined by their Quality Standards Program. This program has set certification requirements that ensure that employees have basic training and evaluation standards, along with adequate compensation. A study of turnover rates by UC Berkeley Researchers found that turnover at SFO decreased by 60% among firms that experienced average wage increases of 10% or more. It would be in the City's interest to explore ways to improve the working conditions and training for the airline contracted service workers who have important safety and security roles in our airport.


I THEREFORE MOVE that City Attorney report back to Council with recommendations on how to implement a program to reduce turnover and ensure training for airline contracted service workers in order to improve service quality, safety and security at LAX. In particular, I request that the City Attorney consider options for setting higher wage and benefit standards, as well as training requirements similar to those of Quality Standards Program at San Francisco International Airport.

Presented by


JANICE HAHN
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Seconded by



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