

# Taxi Driver Survey Findings: Interest in Training and Skill-Building

November 2023

Business Intelligence

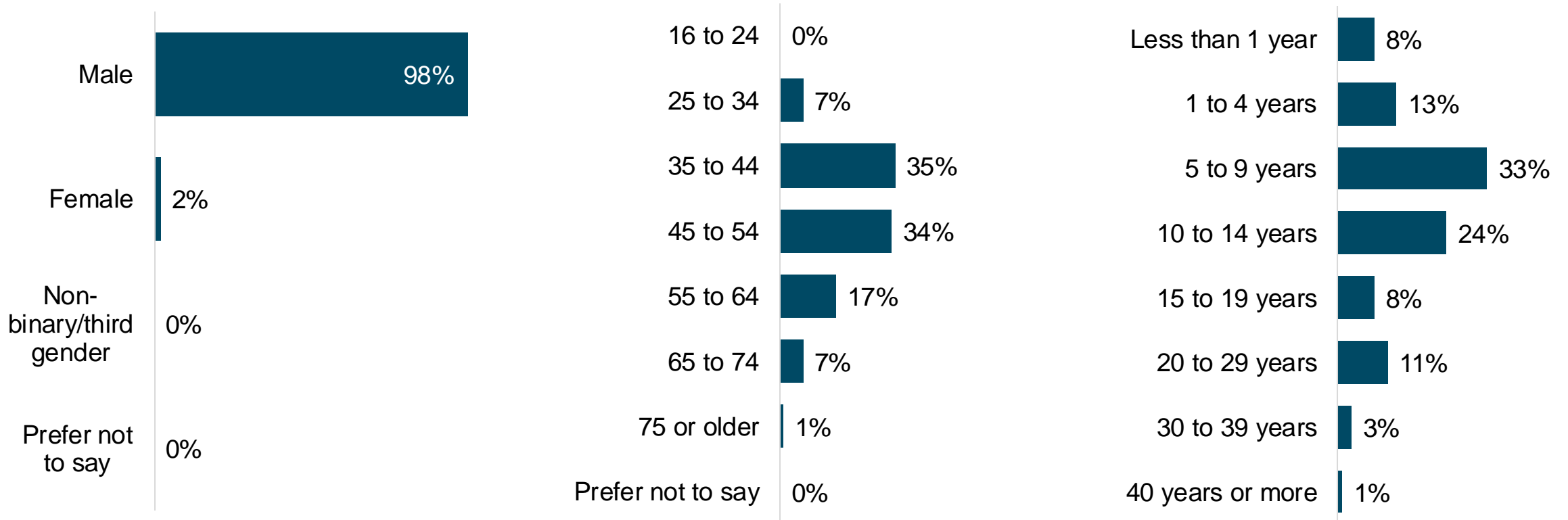
# Survey Overview

- Survey focused on which Port-related career skills taxi drivers may be interested in getting, including professional development for taxi drivers.
- Culturally competent interviewers conducted the survey in English, Spanish, Punjabi, Amharic, and Somali.
- 298 surveys were collected (approx. 74% response rate)



# Respondent Profile

- 98% male
- Most participants (69%) were between 35 and 54 years of age
- Over half of participants (54%) have worked as a taxi driver for less than 10 years

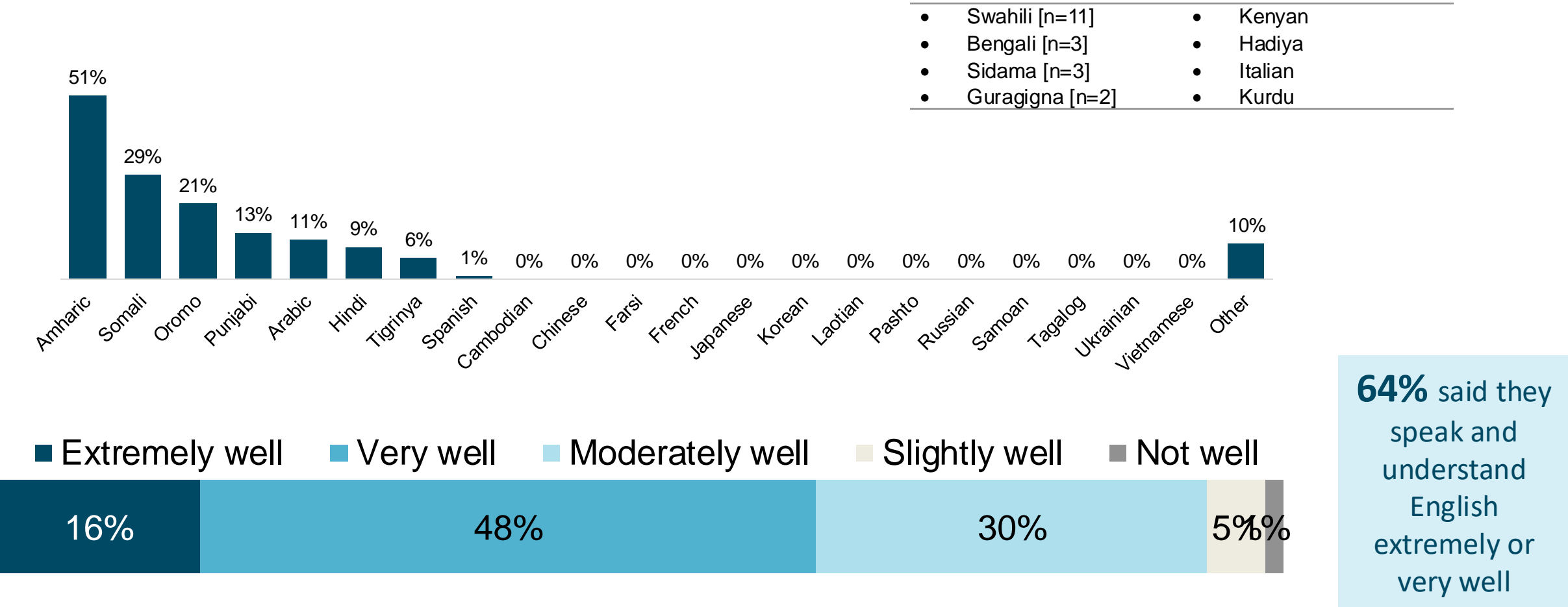


# Home Location

City	n
Seattle, WA	212
Kent, WA	41
Federal Way, WA	9
Lynnwood, WA	6
Renton, WA	6
Auburn, WA	4
Edmonds, WA	3
Bellevue, WA	2
Bothell, WA	2
Maple Valley, WA	2
Redmond, WA	2
Everett, WA	1
Granger, WA	1
Retsil, WA	1
Spanaway, WA	1

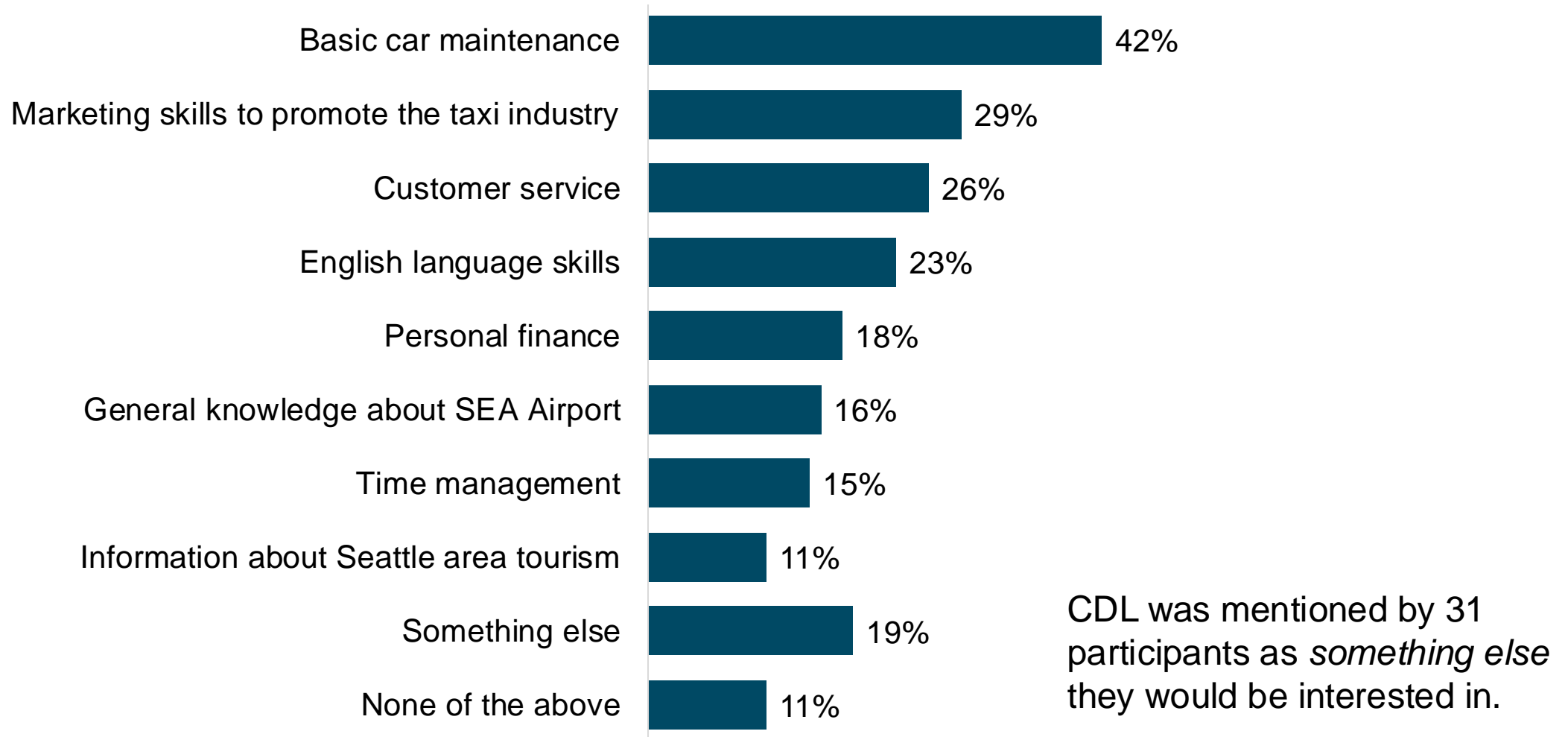
Seventy-two percent of zip codes were in Seattle

# 99% of Respondents speak Language other than English at Home



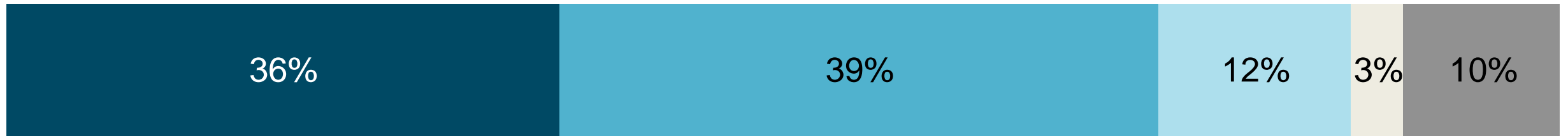
# Taxi Drivers' Interest in Driver-related Training

# Taxi Drivers want to learn about basic car maintenance



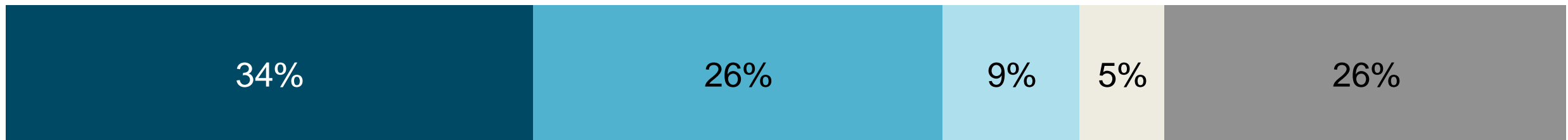
74% of taxi drivers are extremely or very interested in learning skills for a new job

■ Extremely interested   ■ Very interested   ■ Moderately interested   ■ Slightly interested   ■ Not interested



60% reported that they are extremely or very interested in training to become a shuttle bus driver at SEA Airport

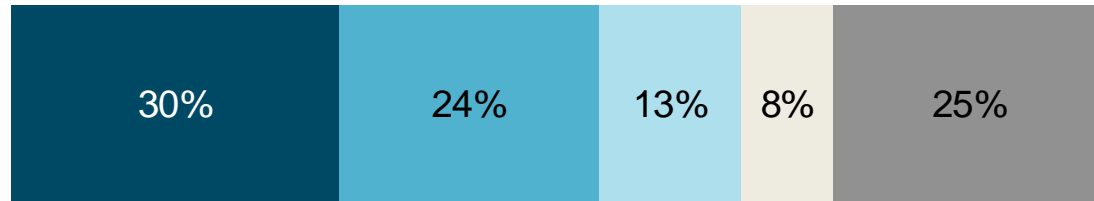
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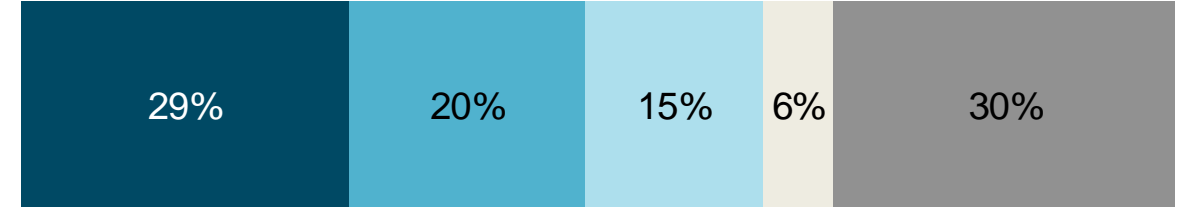


■ Extremely interested   ■ Very interested   ■ Moderately interested   ■ Slightly interested   ■ Not interested

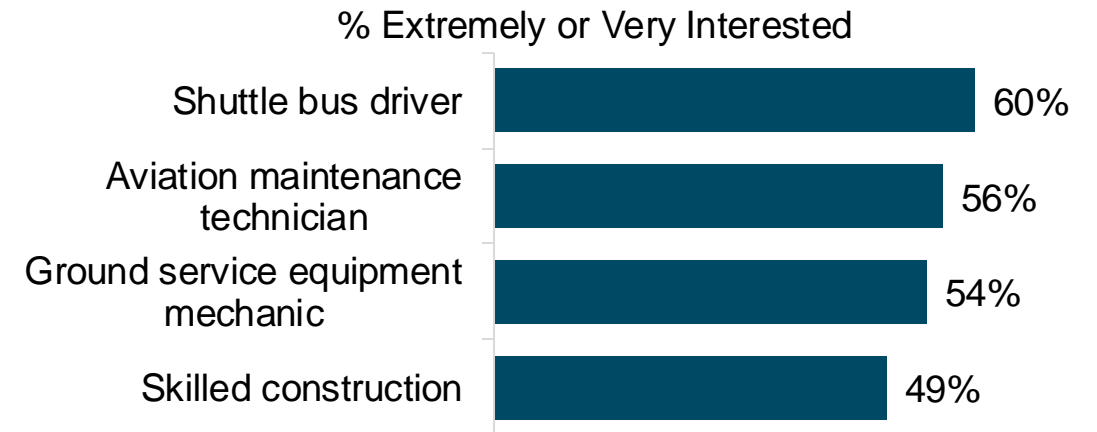
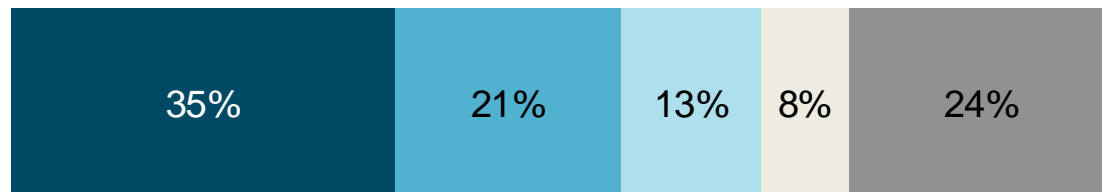
## Ground Service Equipment Mechanic Training



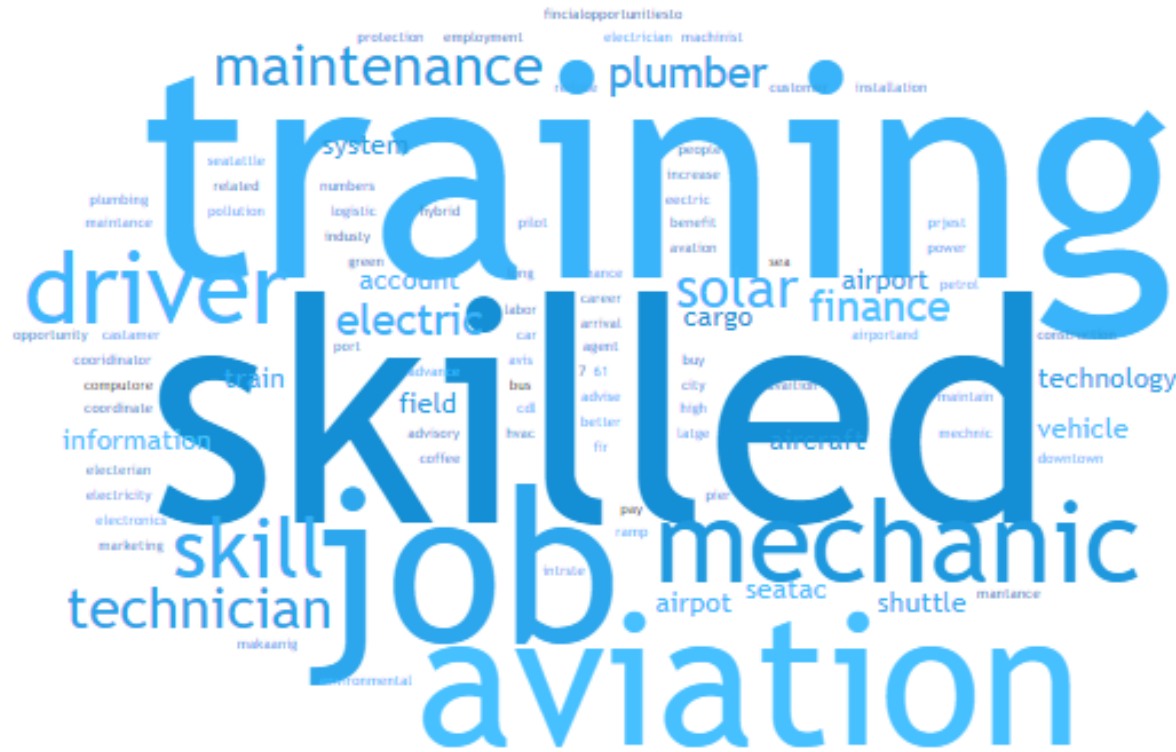
## Skilled Construction Training



## Aviation Maintenance Technician Training

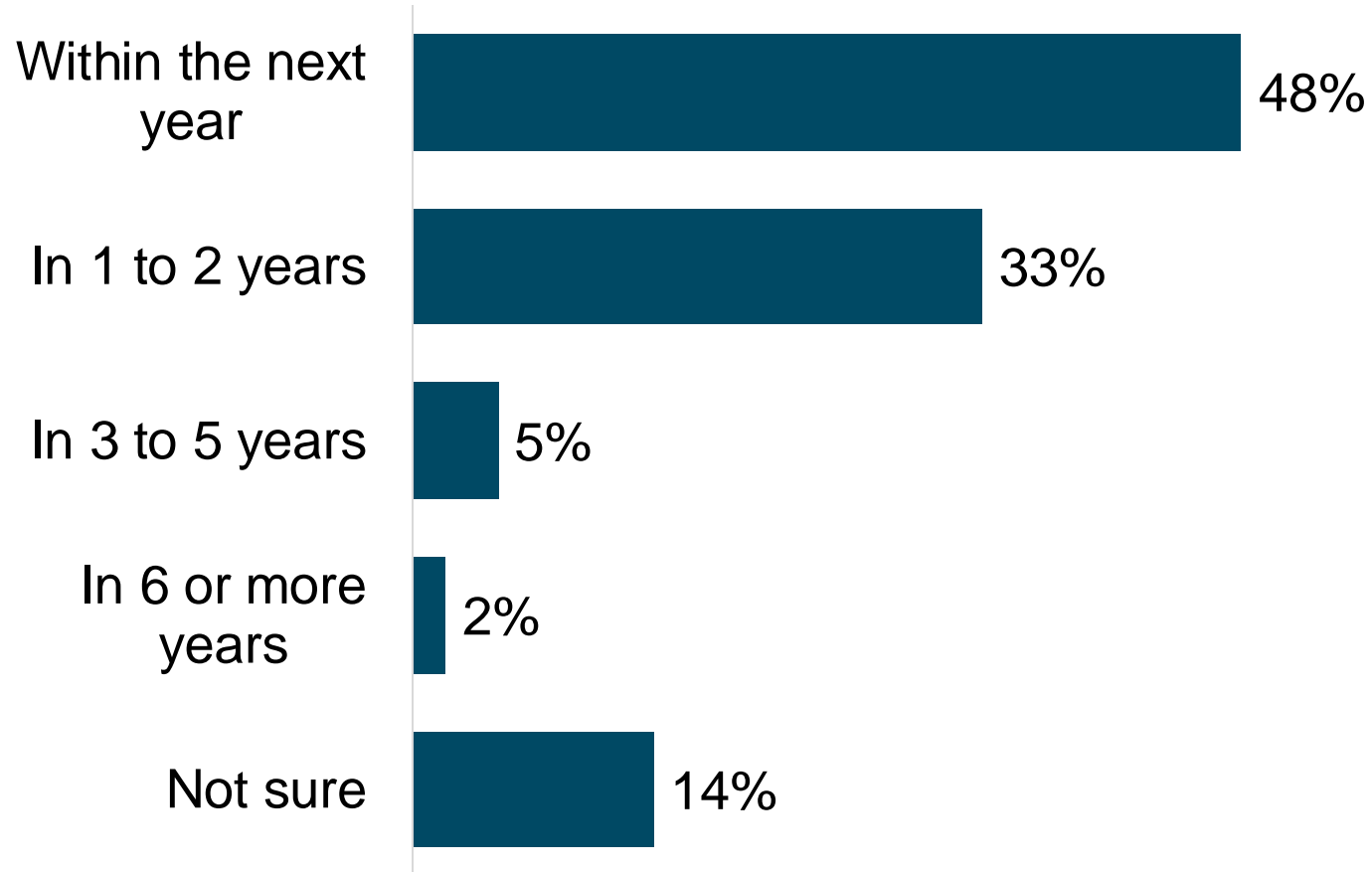


# For what other jobs would you like to train?



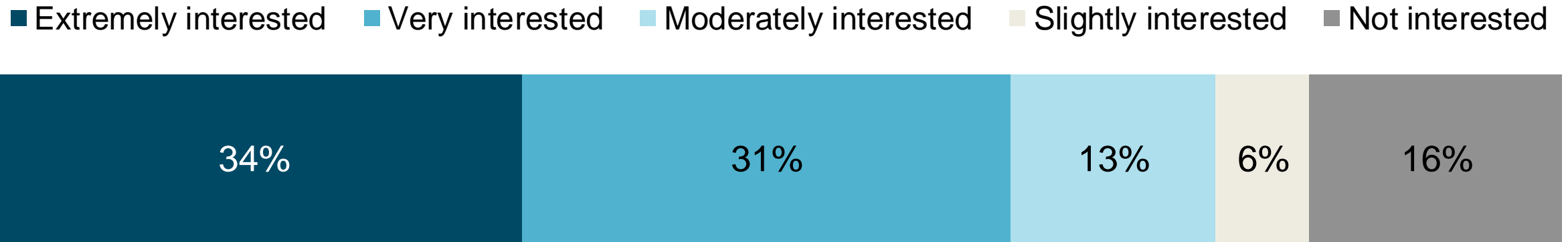
- Skills training [n=26]
- Aviation / airport job [n=11]
- Any / any training available [n=5]
- Plumbing [n=4]
- Aviation mechanic [n=9]
- Mechanic [n=4]
- Electric vehicle maintenance [n=4]
- Solar / solar installation [n=4]
- Electrician [n=3]
- Driver [n=3]
- Maintenance [n=2]
- Cargo [n=2]
- Shuttle bus driver [n=2]

# Readiness to start training for a new job

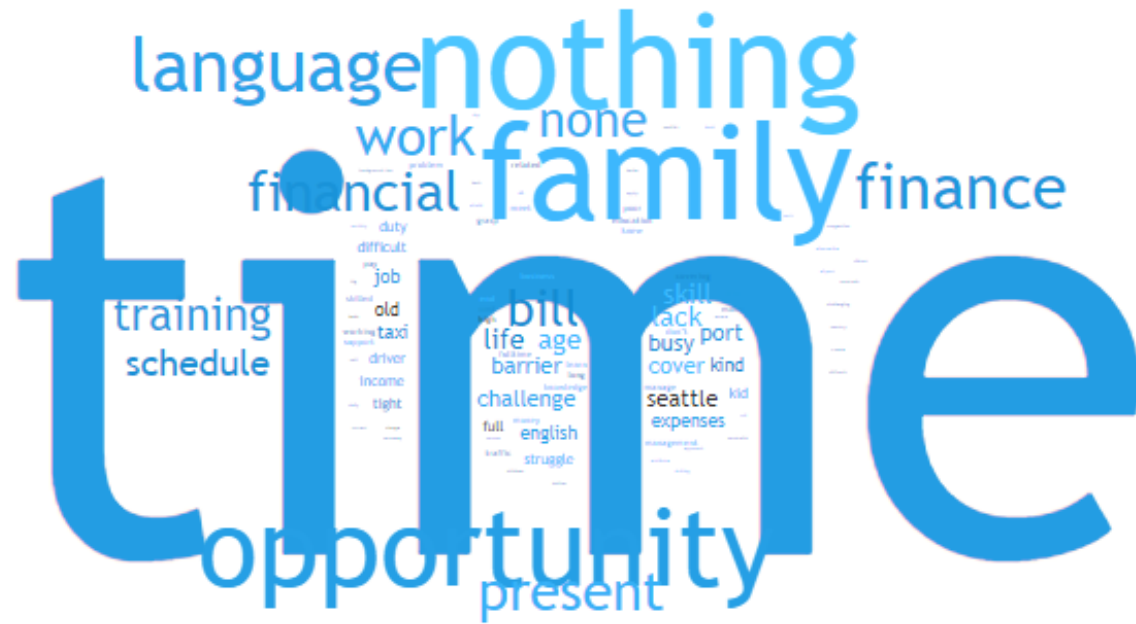


Participants with stronger English abilities (very/extremely well) were more likely to say that they would like to start training in the next year when compared to respondents with weaker English abilities (not/slightly/moderately well; 58% vs 33%;  $p < .001$ ).

# Interest in attending an informational session about possible career paths and training programs



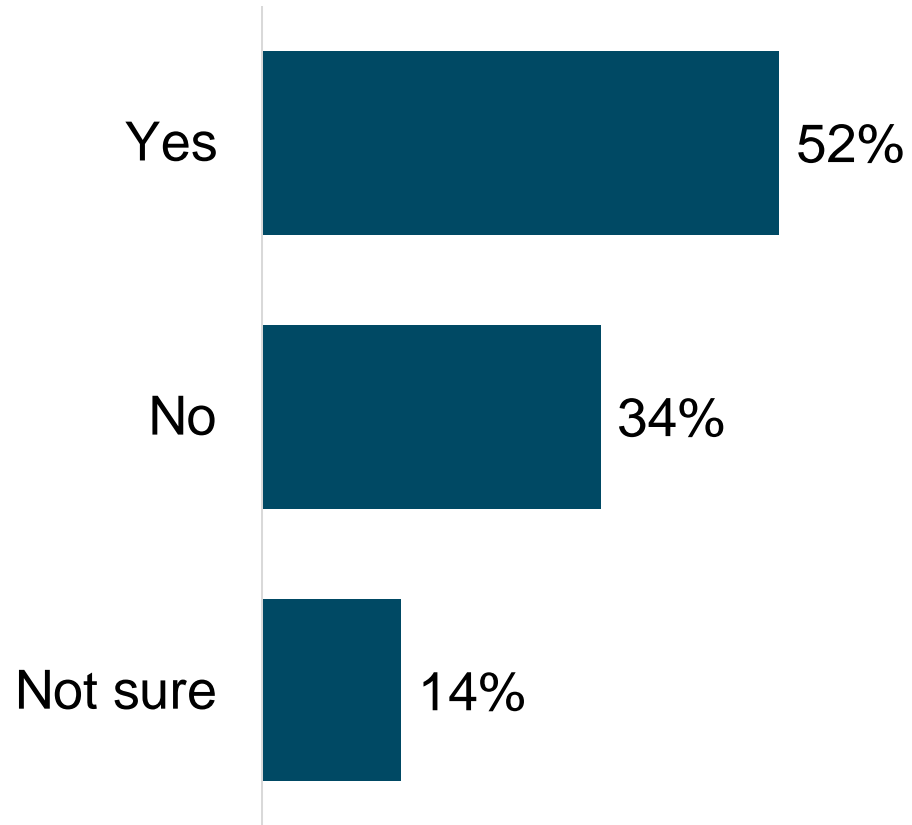
# What barriers or challenges might make it difficult for you to attend a training?



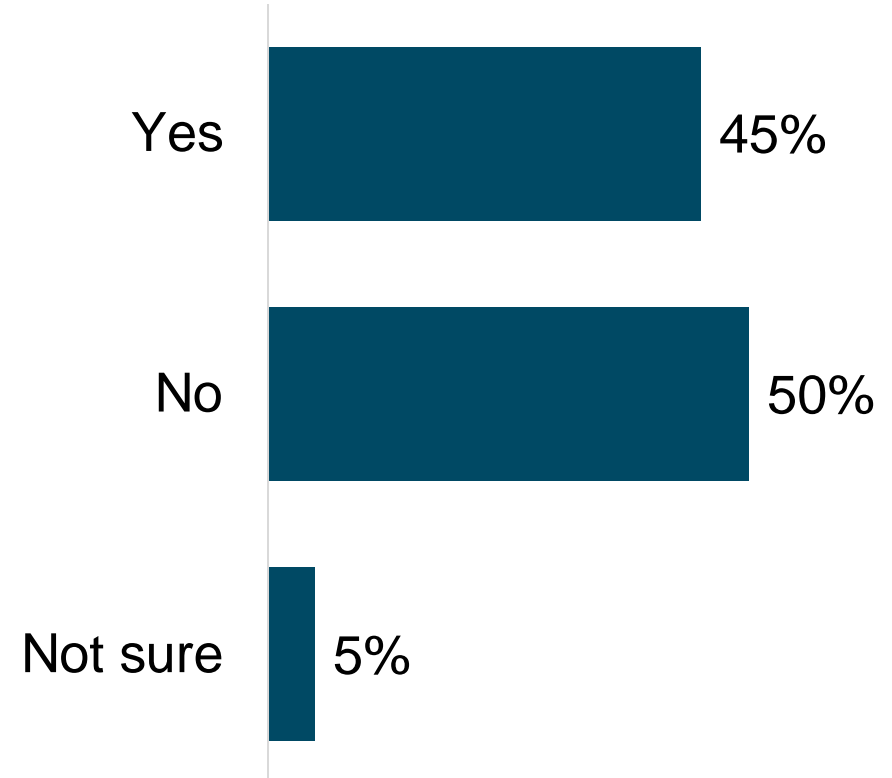
- Time / schedule / busy [n=112]
- No / nothing / none [n=65]
- Family [n=24]
- Unaware of opportunity / never had opportunity [n=24]
- Financial / money [n=20]
- Covering bills/expenses during training [n=18]
- Language / language barriers [n=17]
- Work / job [n=10]
- Age [n=9]
- Conflicts with work schedule [n=6]
- Family duties / responsibilities [n=4]
- Traffic [n=3]
- Lack of skills [n=3]

# SEA Employment Center

Familiarity with Port Jobs



Previous Assistance from Port Jobs



# Recap of Key Findings

# Key Findings

- Over 80% of participants were interested in one or more professional development training areas, with basic car maintenance being the most popular (43%).
- Nearly three-quarters (74%) of participants reported that they are extremely or very interested in training for a new job.
- Participants were asked about interest in training for four specific career paths: shuttle bus driver, ground service equipment mechanic, aviation maintenance technician, and skilled construction. While interest in all four areas was relatively high, training to be a shuttle bus driver received the most interest (60% extremely or very interested).
- Among those interested in training for a new job, almost half (48%) would like to start training in the next year and an additional third would like to start in the next 1-2 years.
- Nearly two-thirds (65%) reported that they are extremely or very interested in attending an informational session about possible career paths and training programs at the Port.



# Initial Recommendations

Training opportunities for taxi drivers with permits to operate at SEA will be added to the workforce development strategic plan. They are considered an important service that supports the airport. WFD team will offer the following to taxi drivers:

- Information about existing workforce development programs funded by the Port including aviation and construction programs
- Information about other workforce training programs in the region (technical colleges, training organizations, etc.)
- List of resources available in South King County

# Next Steps

- Share survey results with Equity and Workforce Committee and Airport leadership and ELT.
- Share the survey results and initial recommendations with taxi drivers' association that represents their interests.
- Develop a two or three year strategy that may include new programs funded by the Port and address potential budgetary impacts.

# Discussion & Questions