



**Training Proposal for:**  
**Building Skills Partnership**  
**Agreement Number: ET16-0397**

**Panel Meeting of:** March 25, 2016

**ETP Regional Office:** North Hollywood

**Analyst:** M. Reeves

**PROJECT PROFILE**

Contract Attributes:	SET Retrainee Priority Rate Veterans	Industry Sector(s):	Transportation/Logistics  Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	Los Angeles	Repeat Contractor:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Union(s):	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No SEIU-USWW Local 1877		
Turnover Rate:	≤20%		
Managers/Supervisors: (% of total trainees)	N/A		

**FUNDING DETAIL**

<b>Program Costs</b>	+	<b>Support Costs</b>	=	<b>Total ETP Funding</b>
\$54,400		\$3,860 8% (Job 1) 20% (Job 2)		\$58,260

<b>In-Kind Contribution:</b>	<b>50% of Total ETP Funding Required</b>	<b>\$45,330</b>
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**TRAINING PLAN TABLE**

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee SET Priority Rate	Business Skills, Commercial Skills	290	8-200	0	\$192	*\$10.15
				Weighted Avg: 10			
2	Retrainee SET Veterans	Business Skills, Commercial Skills	10	8-200	0	\$258	*\$10.15
				Weighted Avg: 10			

\*It will be made a condition of contract that the trainees in this Job Number will never be paid less than the State or local minimum wage rate as in effect at the end of retention (Final Payment) regardless of the wage expressed in this table. The highest minimum wage rate will prevail.

**Minimum Wage by County:** \$21.28 per hour Statewide (priority industry) or per union collective bargaining agreement.

**Health Benefits:**  Yes  No This is employer share of cost for healthcare premiums – medical, dental, vision.

**Used to meet the Post-Retention Wage?:**  Yes  No  Maybe

Although employer provides health benefits, they are not being used to meet Post-Retention Wage.

Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
Baggage Staff		30
Passenger Service Staff		135
Cabin Staff		55
Security Staff		80

\*Wages are per collective bargaining agreement.

**INTRODUCTION**

Building Skills Partnership (BSP) ([www.buildingskills.org](http://www.buildingskills.org)) is a statewide non-profit collaboration between the Service Employees International Union-United Service Workers West (SEIU-USWW) with building service employers, and community leaders.

BSP provides services to six regions in California: Los Angeles, Orange County, San Diego, San Jose, Oakland/San Francisco, and Sacramento. BSP works with some 80 signatory employers that contribute training and education funds for approximately 12,000 represented service workers. This will be the fifth training project with ETP for additional funding to

supplement the employer contributions. [Note: Training for Janitors is being funded under an active ETP Agreement (ET15-0409).]

This proposal is for emergency response and preparedness training delivered to 300 workers at Los Angeles International Airport (LAX), in the airport service occupations shown above. Due to its record of effectively leading joint labor/management programs, BSP was tasked with developing and overseeing training in this area.

The scope of training stems from the November 2013 shooting incident at LAX. This shooting incident revealed serious deficiencies in emergency preparedness for airport service workers. Although untrained in emergency response, these workers played a large role in helping to restore operations at LAX, both during and after the shooting.

The shooting incident made it clear that baggage handlers and other service workers, who are amply dispersed throughout an airport, are often first-responders in emergencies. Incident debriefings revealed several areas of concern by employers and workers such as confusion about evacuation routes, rally points, and accounting for co-workers.

A comprehensive training initiative was negotiated to address these concerns, in collective bargaining between SEIU-USWW and eight signatory employers on behalf of some 9,000 airport service workers at LAX. These agreements, effective in June 2014, require employer contributions to fund emergency response and preparedness training for these workers.

This will be BSP's first attempt at providing training to airport service workers. As such, only one of the eight signatory employers is participating under this proposal: G2 Secure Staff, LLC. BSP's goal is to deliver a successful program for G2 Secure Staff and then expand training opportunities to additional signatory employers.

## **PROJECT DETAILS**

BSP is seeking ETP funding to support its first attempt at training for airport service workers at LAX, in the area of emergency preparedness and response. This is a focused program with 8-12 hours per-trainee for approximately 300 trainees.

### **Training Plan**

**Business Skills (25%)** - Training will be offered to all occupations. These modules are designed to help employees improve their customer service and communication skills. Training emphasis will be on effective communication in emergency situations, including accurate and concise reporting.

**Commercial Skills (75%)** - Training will be offered to all occupations. Training will cover the role of airport service workers in emergency situations. Trainees will learn proper evacuation procedures, observation techniques, and how to deal with suspicious packages.

### **Curriculum Development**

BSP worked closely with employers, airport managers, service employees, and SEIU-USWW representatives to develop the proposed Curriculum. BSP also met with local emergency personnel to customize the course material for the specific requirements of LAX. The course content has been compiled from longer training courses developed for security guards, police officers, and fire department personnel. BSP also plans to adapt emergency response course material from the Thomas Shortman Training Fund and SEIU 32BJ, District 615. The proposed

Curriculum is specifically designed to provide emergency response training to workers who have received minimal classroom instruction on this content in the past.

### **Veterans Program**

BSP conservatively plans to have 10 Veterans (Job Number 2) participate in training, who have served on active full-time duty in the Armed Forces. The Panel has established a higher reimbursement rate and other incentives for training California veterans, as will be reflected in the contract.

### **Marketing and Support Costs**

BSP already has surveyed, interviewed, and delivered presentations to airport service employers in connection with this project. BSP has also allocated resources to perform needs assessments, recruitment, and curriculum customization based on employer and worker feedback. Staff recommends 8% Support Costs for Job Number 1 and 20% Support Costs for Job Number 2 (Veterans) to fund these efforts.

### **Special Employment Training Wage Modification**

BSP is eligible as a Group of Employers for funding under Special Employment Training (SET). Under SET, participating employers are not required to demonstrate out-of-state competition. To qualify under SET, trainees must be earning at least the statewide average hourly wage at the end of retention. However, the Panel may accept a collective bargaining minimum wage. BSP is requesting a post-retention wage of \$10.15 per hour, consistent with the collective bargaining agreement for G2 Secure Staff.

### **Training Coordinator**

BSP has a team of in-house bilingual trainers who will assist with the proposed training. BSP will ensure that all trainers are well-versed in the Curriculum prior to the delivery of training. Specialized training vendors may be identified during the contract term.

### **Tuition Reimbursement**

Students enrolled in the ETP-funded program will not be charged tuition, fees, or any other costs associated with training. The representation will be made a condition of the Agreement.

### **Commitment to Training**

ETP funds will not displace the existing financial commitment to training of participating employers. Participating employers will continue to provide new-hire orientation and informal one-on-one essential job skills training. Safety training is, and will continue to be, provided in accordance with all pertinent requirements under state and federal law.

#### **➤ Training Infrastructure**

BSP has eight full-time staff members to coordinate marketing, recruitment, needs assessments, and the scheduling and tracking of training. In addition, BSP has retained an outside administrative consultant to ensure that all training records adhere to ETP requirements.

**RECOMMENDATION**

Staff recommends approval of this proposal.

**ACTIVE PROJECTS**

The following table summarizes performance by BSP under an active ETP Agreement:

Agreement No.	Approved Amount	Term	No. Trainees (Estimated)	No. Completed Training	No. Retained
ET15-0409	\$336,700	04/06/15 – 04/05/17	350	0	0

Based on ETP Online Training Systems, there are 220 enrolled trainees (63%); and, 6,287 reimbursable hours have been delivered, sufficient to earn \$100,781 (30% of approved amount).

The Contractor projects final earnings of approximately 90% based on training currently committed to by employers and in progress through December 2016.

**PRIOR PROJECTS**

The following table summarizes performance by BSP under ETP Agreements that were completed within the last five years:

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET13-0205	Statewide	12/31/12 – 12/30/14	\$398,665	\$320,065 (80%)
ET11-0111	Statewide	12/20/10 – 12/19/12	\$399,788	\$329,303 (82%)

**DEVELOPMENT SERVICES**

California Labor Federation in Sacramento assisted with development of this proposal at no charge.

**ADMINISTRATIVE SERVICES**

Strategy Workplace Communications in Oakland will perform administrative services for a fee not to exceed 13% of payment earned.

**TRAINING VENDORS**

To Be Determined

## **Exhibit B: Menu Curriculum**

### **Class/Lab Hours**

8 - 200

Trainees may receive any of the following:

#### **BUSINESS SKILLS**

- **Customer Service**

- Developing advanced customer relations and service knowledge
- Identifying customer needs
- Understanding non-verbal communication
- Applying innovative ways of handling complaints and requests
- Communicate effectively in an emergency

- **Communication Skills**

- Communication – communicating effectively with authorities and the public in emergency situations
- Communication – learning the chain of command in emergency situations and become aware of the role they should play
- Effective verbal and written communication through accurate and concise work reporting
- Responding to client concerns and requests professionally
- Communicating with customers, co-workers, supervisors, managers, building owners and management representatives effectively

#### **COMMERCIAL SKILLS**

- Responding to an active shooter
- Emergency Response Procedures
- Role of Building Service Worker – the chain of command in emergency situations
- Evacuation Procedures
- Disease Control Protocol
- Observation Skills – techniques to use and improve their senses when performing daily duties
- Dealing with suspicious packages and bomb threats – identifying conventional explosive devices and handling reporting of “suspicious package” or other threats
- Indicators of terrorist event – identifying and reporting behaviors
- CPR/First Aid

Note: Reimbursement for retraining is capped at 200 total training hours per trainee, regardless of the method of delivery.

## Participating Employers in Retrainee Multiple Employer Contracts

Contractor's Name: Building Skills Partnership

CCG No.: ET16-0397

Reference No: 15-0291

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PRINT OR TYPE IN ALPHABETICAL ORDER

Company: G2 Secure Staff, LLC

Address: 5757 W. Century Blvd., Suite 518

City, State, Zip: Los Angeles, CA 90045

Collective Bargaining Agreement(s): SEIU-USWW Local 1877

Estimated # of employees to be retrained under this Agreement: 300

Total # of full-time company employees worldwide: 6,000

Total # of full-time company employees in California: 1,300



**Stronger Together**  
**Local 1877**  
**SOULA 2006**  
**Local 24/7**  
**Local 2007**

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SERVICE EMPLOYEES  
INTERNATIONAL UNION

ETP Reference No. 15-0291

January 25, 2016

The Employment Training Panel  
1110 J Street, 4th Floor  
Sacramento, CA 95814

Dear Panel Members:

United Service Workers West -Service Employees International Union of which I am President, fully supports the application being submitted by the Building Skills Partnership (BSP). SEIU-USWW has been a full partner in the planning of this training project with the BSP. We have met with Director Aida Barragan and employers at LAX Airport regarding the ETP training schedule, the training curriculum and the recruitment plan for our members. Our employers see value in the training provided by BSP and have committed to continue our partnership to expend into more of their locations.

It is a pivotal time for training service workers at LAX as they are frontline workers and responders in cases of emergencies, natural disasters, and threats to safety. Training provided by BSP, in a partnership with employers, adds value to Union labor and provides protection and stability for the trained workers.

We have participated and will continue to take part in any meetings required by our joint efforts to create successful training programs for our members. We plan to support the training by assisting the BSP in contacting companies and getting them involved in the training. Finally, we would support adding other property service SEIU locals to the program in the future.

We fully give our approval for the BSP to run its first ETP-funded training program and believe that the training will help SEIU-USWW employees develop the skills needed to position themselves for secure and better paid work in California. Should you have any other questions, please contact me at 213-284-7706.

Sincerely,

A handwritten signature in blue ink, appearing to read "David Huerta", is written over a faint, circular stamp or watermark.

David Huerta  
President  
SEIU-USWW