

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

November 2023

Business Intelligence

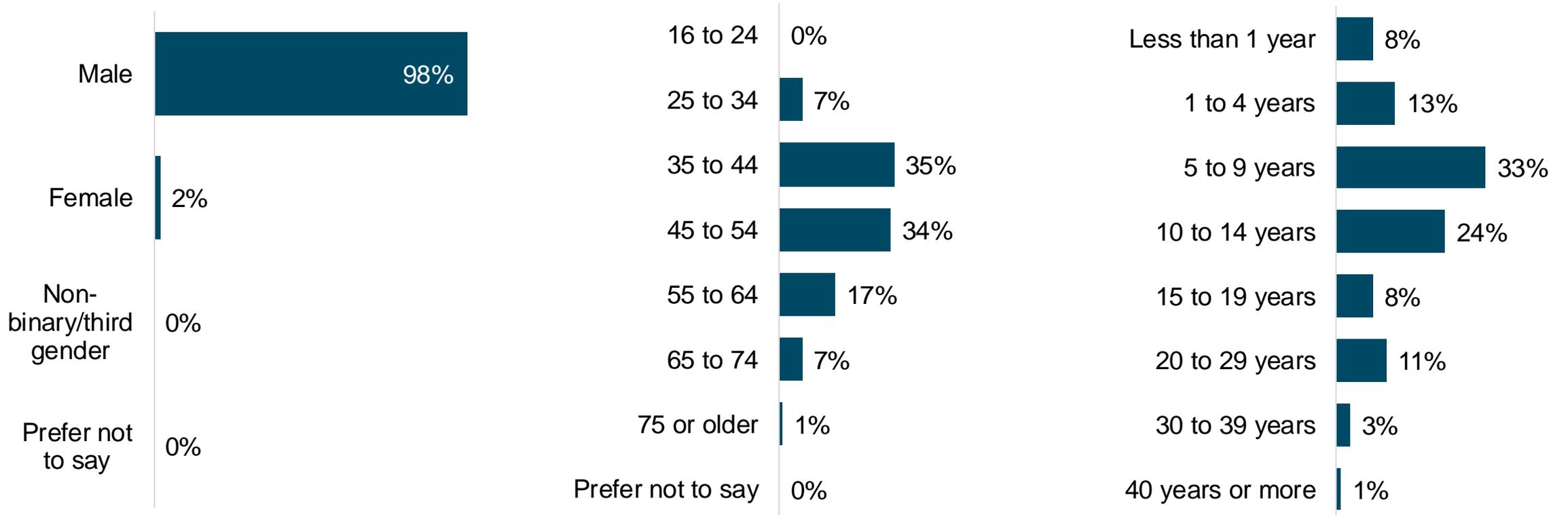
Survey Overview

- 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



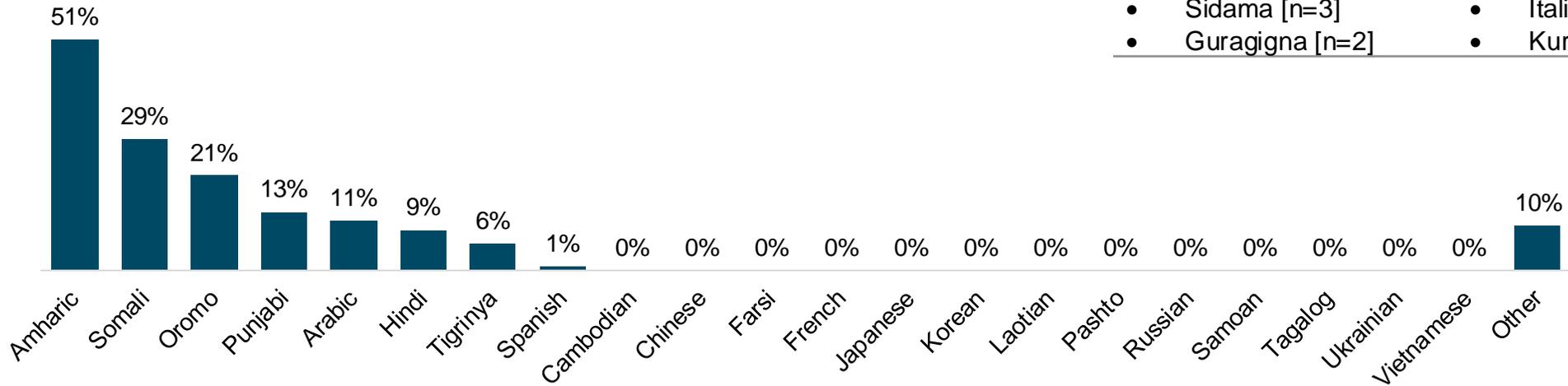
Home Location

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

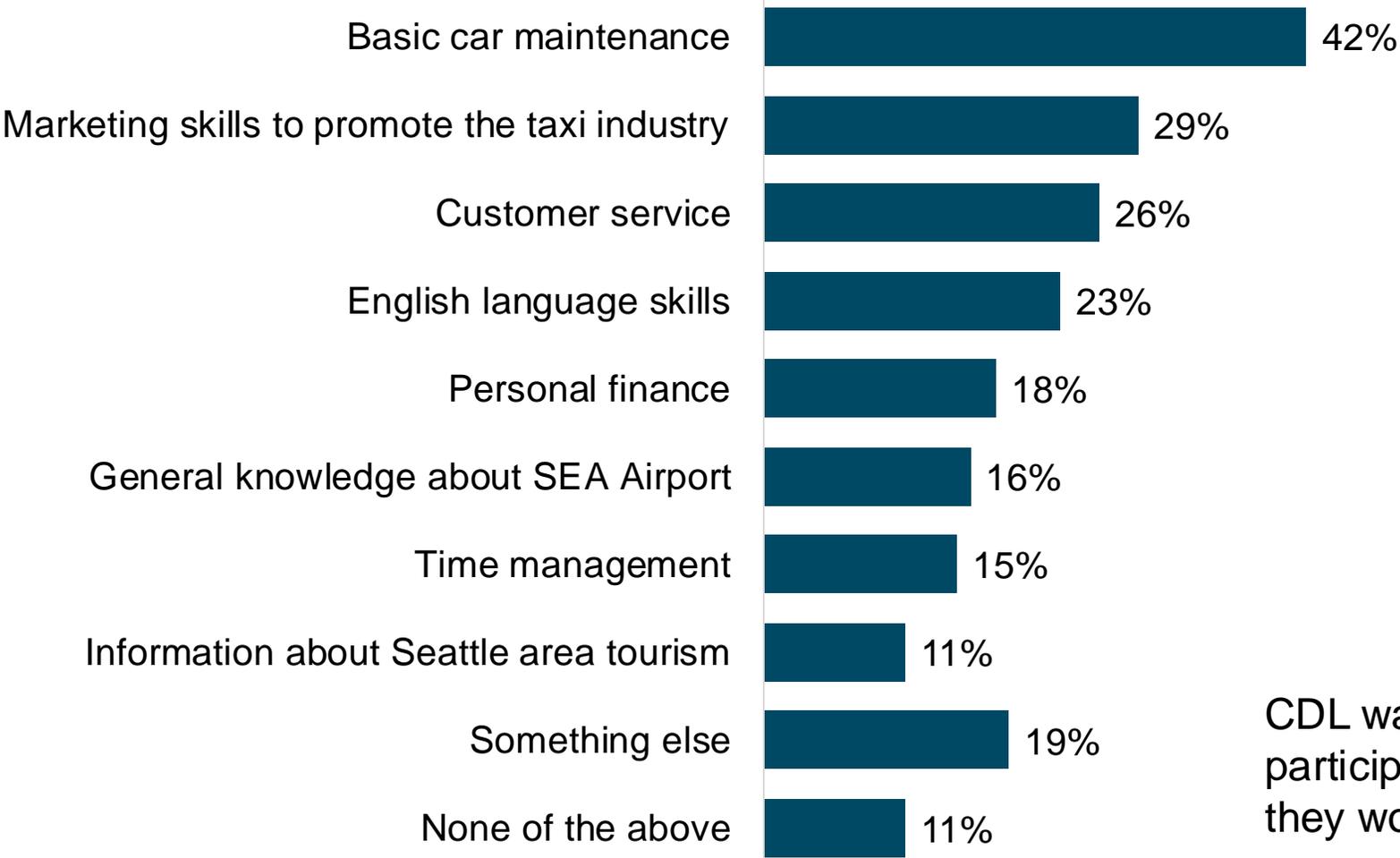
- Swahili [n=11]
- Bengali [n=3]
- Sidama [n=3]
- Guragigna [n=2]
- Kenyan
- Hadiya
- Italian
- Kurdu



64% said they speak and understand English extremely or very well

Taxi Drivers' Interest in Driver-related Training

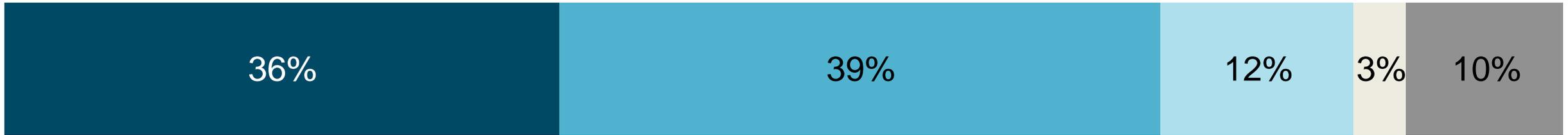
Taxi Drivers want to learn about basic car maintenance



CDL was mentioned by 31 participants as *something else* they would be interested in.

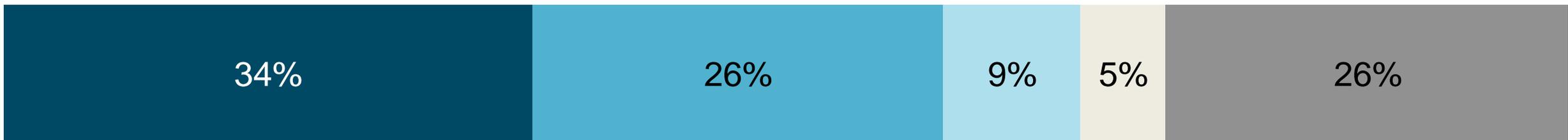
74% of taxi drivers are extremely or very interested in learning skills for a new job

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



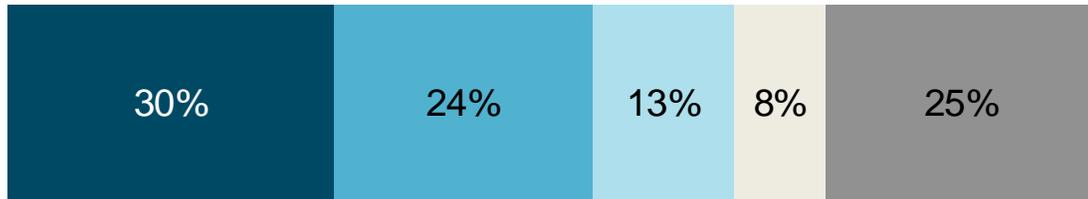
60% reported that they are extremely or very interested in training to become a shuttle bus driver at SEA Airport

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



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

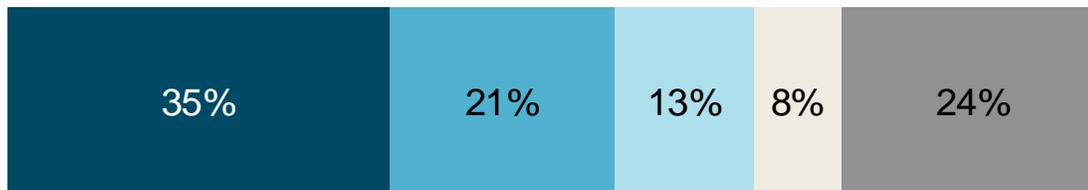
Ground Service Equipment Mechanic Training



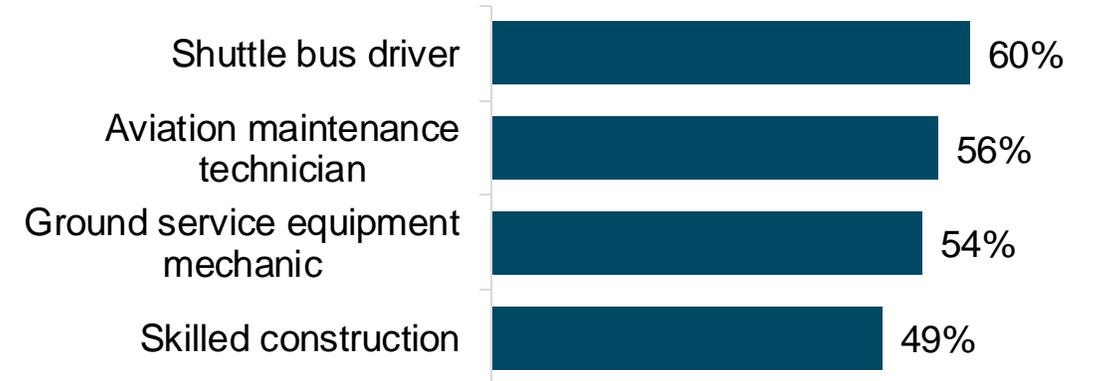
Skilled Construction Training



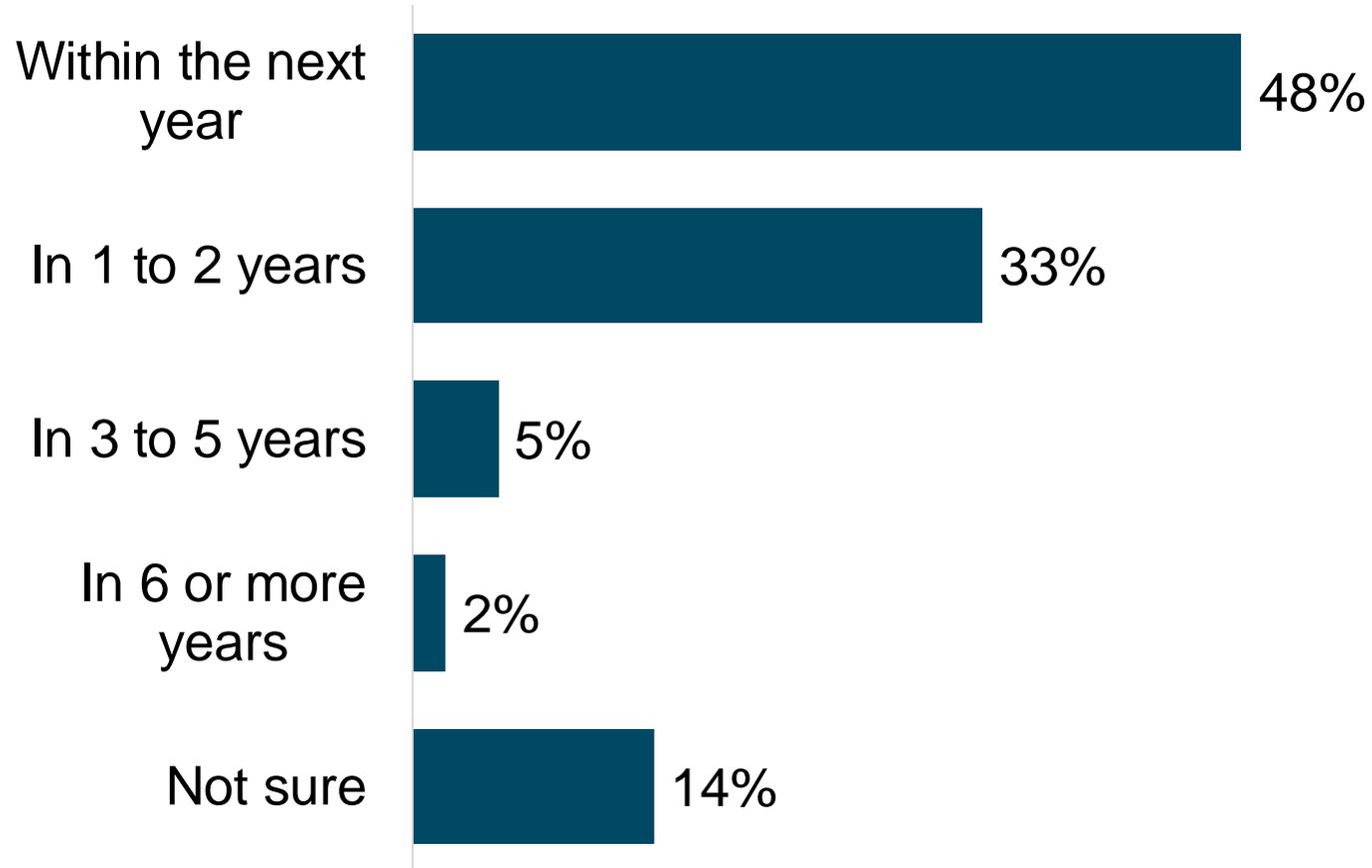
Aviation Maintenance Technician Training



% Extremely or Very Interested



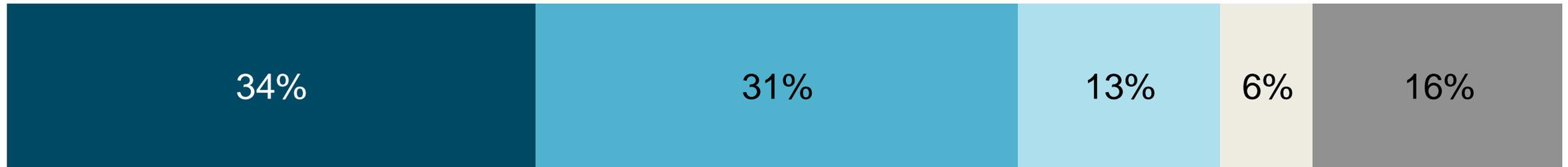
Readiness to start training for a new job



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%; $p < .001$).

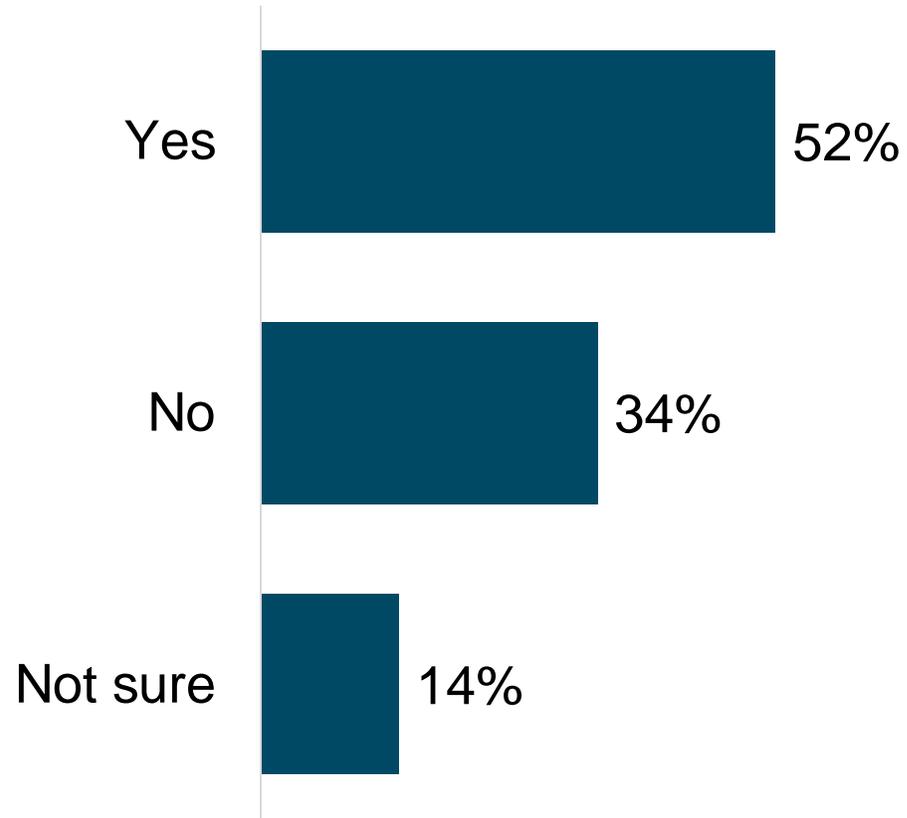
Interest in attending an informational session about possible career paths and training programs

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

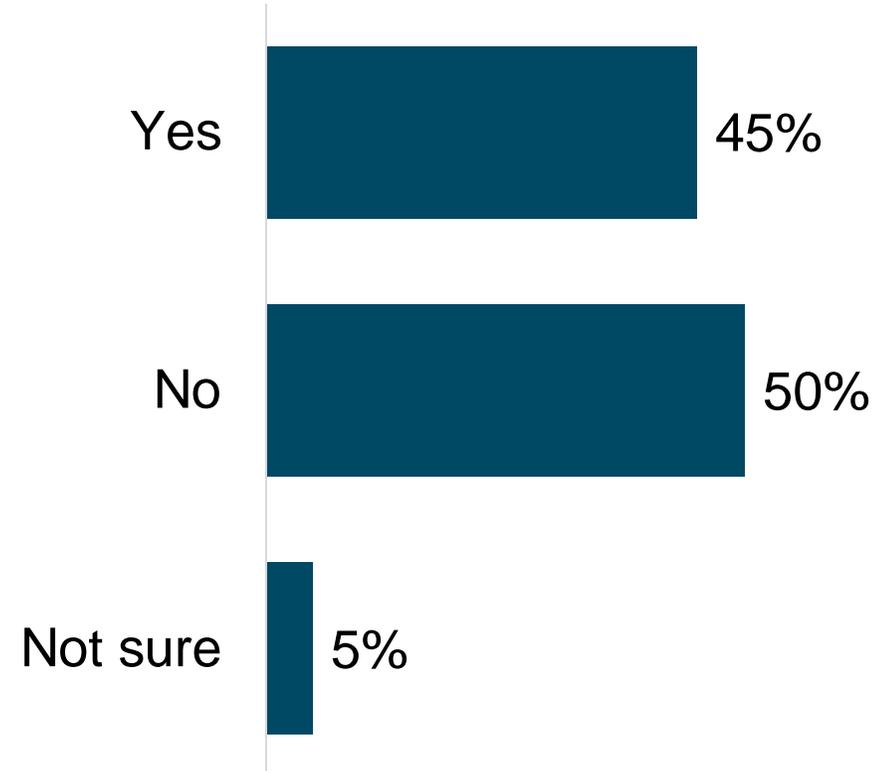


SEA Employment Center

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