

LAX Alert

Improving Safety, Security and Service Standards at Los Angeles International Airport

APS Passenger Service Workers Win Union Representation

After years of poverty wages, inadequate training, and poor benefits, passenger service workers at Aero Port Services (APS) have overwhelmingly expressed their desire to be represented by the Service Employees International Union (SEIU) Local 1877.

Workers first demanded union rights early this year, which precipitated major opposition from APS. However, following a majority sign-up agreement in which APS agreed to maintain a fair and non-disruptive process for workers to decide to join the union, SEIU Local 1877 concluded a card count on November 15, finding that a majority of APS workers supported the union. As a result, APS workers will shortly begin contract negotiations with their employer on training, wages, benefits, and workplace conditions.

APS workers join the ranks of other passenger service workers at AirServ, G2 Secure Staff, One Source, World Service, Service Performance Corporation, American Building Maintenance, and Lee's Maintenance Services, who are all represented by SEIU Local 1877 at LAX.

"My co-workers and I work hard to make sure that passengers receive quality service when they go through LAX, but we haven't felt appreciated for our efforts," said Maria Romero, a worker who has been employed at APS for 2 years. "Having a union will allow us a voice in the kinds of jobs we have, and the quality of service we provide to passengers."

City Council to LAWA: Keep Moving Forward on Fixing Broken Contracting System

Los Angeles World Airports (LAWA) is close to finalizing a new policy to improve and monitor training requirements and quality of jobs and services provided by LAX passenger service contractors, according to a presentation before the Trade, Commerce and Tourism (TCT) Committee of the Los Angeles City Council.

Gina Marie Lindsey, executive director of LAWA, reported on November 7 that, as early as January, the Board of Airport Commissioners could approve a new policy with "standards for passenger service contractors that create accountable performance" around training, staffing, equipment, and security. Such standards could result in the "reduction of employee turnover, an improvement in the passenger service experience and more uniform security vigilance," said Ms. Lindsey.

LAWA began working on tightening standards for contractors that perform vital functions for airlines at LAX, following the report "**Under the Radar: How Airline Outsourcing of Passenger Services Compromises Security and Service Quality at LAX**," written by the Los Angeles Alliance for a New Economy (LAANE), which highlights industry-wide problems, specifically around security and providing services to passengers with disabilities, among subcontracted passenger service workers.

The standards would involve an evaluation of potential contractors based in part on employee relations, employee training, contractor experience and history, and service quality. The new policy would create stronger mechanisms for monitoring and enforcement.

Emphasizing the need to have effective enforcement, Councilmember Janice Hahn, chair of TCT expressed the importance of allowing workers to report potential violations.

"We've got to figure out how to get their voice heard honestly, unfiltered, and without fear of retribution or harassment," said Councilmember Hahn. "I think the workers are the one area we're going to be able to monitor how it's working."

Heightened standards and enforcement would result in better job quality for a workforce that faces high turnover. Jose Hernandez, who has worked as a passenger service worker for seven years at LAX, testified that the workforce is not stable, with many workers leaving because of the poor working conditions. "Those who stay do so because we love what we do," said Mr. Hernandez. "What we want here is for all the jobs at LAX to be good jobs, full-time hours, with good benefits, for our families."



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