

DOT FY 2023 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

FY 2023 Agency Quarterly Diversity, Equity, Inclusion and EEO Report

Agency Name: DEPARTMENT OF TRANSPORTATION

1st Quarter (July -September), due November 10, 2022

2nd Quarter (October – December), due February 3, 2023

3rd Quarter (January -March), due May 4, 2023

4th Quarter (April -June), due August 7, 2023

Prepared by:

Benjamin Graham

Assistant Commissioner of EEO

bgraham1@dot.nyc.gov

212-839-6603

Name

Title

E-mail Address

Telephone No.

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FOR DCAS USE ONLY:

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Instructions for Filling out Quarterly Reports FY 2023

[Note: These forms are cumulative and intended to retain information for the entire FY 2023.

For Q2, Q3 and Q4, use previous quarter's submission to update, retaining all information for the prior quarters]

1. Please save this file as **"XXXX Quarter X FY 2023 DEI-EEO Quarterly Report.Part I"**, where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Word format. Please do not convert it to PDF.
2. Complete the "Diversity, Equity, Inclusion and EEO Training Summary" details in Part II – Training Summary [see the attached Excel file].

Core EEO Training: Copy the information from the Training Completion Report you receive quarterly from DCAS Learning & Development onto grey-shaded cells in rows 26, 30, 34, and 38. Include any of these trainings that were administrated by your agency in the rows immediately below (27, 35, 39).

Other Diversity, Equity, Inclusion and EEO Related Training: Beginning with row 45, include training classes co-organized or co-sponsored by your agency EEO and/or HR that are related to the development of the agency staff in the areas of equal employment, diversity, inclusion, civil rights, workplace culture and behavior, interpersonal relations, and community relations.

3. Mark progress in check boxes in the column for the current quarter. [Note: **Delayed** = behind schedule; **Deferred** = put off until later when better resources become available.]
4. Please save the Excel file as **"XXXX Quarter X FY 2023 DEI-EEO Training Summary"**, where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Excel format. Please do not convert it to PDF.

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Part I: Narrative Summary

I. Commitment and Accountability Statement by the Agency Head

- Distributed to all agency employees? Yes, On (Date): January 3, 2023 No
- By e-mail
- Posted on agency intranet
- Other _____

II. Recognition and Accomplishments

The agency recognized employees, supervisors, managers, and units demonstrating superior accomplishment in diversity, equity, inclusion and equal employment opportunity through the following:

- Diversity, equity, inclusion and EEO Awards
- Diversity, equity, inclusion and EEO Appreciation Events
- Public Notices
- Positive Comments in Performance Appraisals
- Other (please specify): DOT Employee Recognition Ceremony and Employee Resource Group (ERG) Events

*** Please describe DEI&EEO Awards and/or Appreciation Events below:**

- On September 20, 2022, DOT held its annual DOT Awards Ceremony where DOT employees were recognized for their exceptional service and achievements. DOT's Employee Resource Group leaders, comprised of member-elected officers, were recognized by the Commissioner for their support of DOT's diversity and inclusion goals.
- In the first quarter, DOT's ERGs held events in recognition of (1) the 32nd Anniversary of ADA, (2) Latin American Heritage Month, and (3) National Disability Employment Awareness Month.
- In the second quarter, DOT's ERGs held events in honor of (1) Latin American Heritage Month and (2) National Disability Employment Awareness Month. African American Career Advancement Network (AACAN) ERG hosted Warren Petty, Vice President and Chief Human Resources Officer of Howard University, to give a virtual presentation on ERG leadership skills.

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- In the third quarter, DOT's ERGs held events in honor of (1) Lunar New Year, (2) Black History Month, and (3) Women's History Month. DOT's EEO Office sent agencywide emails to all employees, to recognize (1) Martin Luther King Jr. Day, and (2) Ramadan.
- In the fourth quarter, DOT's ERGs held events in honor of (1) Asian American and Pacific Islander Heritage Month, and (2) Pride Month. DOT's EEO Office also sent agencywide emails, recognizing and celebrating (1) Arab American Heritage Month, (2) Jewish American Heritage Month, (3) Pride Month, and (4) Juneteenth.

III. Workforce Review and Analysis

I. Agency Headcount as of the last day of the quarter was:

Q1 (9/30/2022): 5568 Q2 (12/31/2022): 5545 Q3 (3/31/2023): 5570 Q4 (6/30/2023): 5584

II. Agency reminded employees to update self-ID information regarding race/ethnicity, gender, and veteran status.

Yes On (Date): _____ Yes again on (Date): _____ No

NYCAPS Employee Self Service (by email; strongly recommended every year)

Agency's intranet site

Newsletters and internal Agency Publications

On-boarding of new employees

III. The agency conducted a review of the dashboard sent to the EEO Officer with demographic data and trends, including workforce composition by job title, job group, race/ethnicity and gender; new hires, promotions and separation data; and utilization analysis.

Yes On (Dates):

Q1 Review Date: 11/01/2022 Q2 Review Date: 01/10/2023 Q3 Review date: 4/10/2023 Q4 Review date: 7/10/2023

The review was conducted with:

Agency Head

Agency Head

Agency Head

Agency Head

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Human Resources

General Counsel

Other Performance Mgmt

Not conducted

Human Resources

General Counsel

Other Performance Mgmt

Not conducted

Human Resources

General Counsel

Other Performance Mgmt

Not conducted

Human Resources

General Counsel

Other Performance Mgmt

Not conducted

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IV. EEO, Diversity, Inclusion and Equity Initiatives for FY 2023

Please describe your progress this quarter in implementing the primary goals in Section IV of your Agency Diversity, Equity, Inclusion and EEO Plan for FY 2023.

A. Workforce: Build a diverse workforce that is reflective of the diverse City it serves by developing strategies to attract and retain high performers that are committed to DOT's organizational mission.

Please list the **Workforce Goal(s)** included in *Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2023*, which you set/declared in your FY 2023 Diversity, Equity, Inclusion and EEO Plan (e.g., underutilization, workforce planning, succession planning and diverse applicant pool, among others).

1. **Workforce Profile Report:** The HR Analytics Team along with the Performance Analytics Team release an annual internal Workforce Profile Report which details Agency Wide and Division specific workforce statistics. The annual report is shared with the Agency's Executive Staff as well as Division Heads at the time of the annual release. The report is used to measure performance of our initiatives and identify the annual list of "Titles of Interest" for which DOT's mandates "Structured Hiring" because of elevated levels of underutilization.

❖ **Please describe the steps that your agency has taken to meet this goal. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity and inclusion, while reflecting the variety of communities that are served. What steps were taken to evaluate effectiveness of these actions?**

In the first quarter, the Agency's HR Analytics Team and Performance Management Team continued building on its workforce diversity profile report using CEEDS data in conjunction with its own independent workforce analysis to review workforce demographics and to identify areas where underutilization exists within DOT. DOT has been looking at the composition of its various divisions, as well as drawing comparisons with broader industry and occupational demographics. DOT continues to utilize CEEDS, the Workforce Underutilization Report, and other Workforce Dashboard tools to establish a targeted plan to address underutilization and a working dialogue with Agency leaders and senior staff. DOT also worked diligently with Citywide EEO to make the CEEDS data even more useful with its discussions around new title mapping groups and adding work unit codes to the workforce composition data. Additionally, this

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quarter, the Performance Management Team created a Performance Dashboard for the Deputy Mayor’s Office which includes administration and EEO related metrics including workforce demographics, specifically in management. The Performance Management and EEO Teams are looking to add this information to as many high-level reporting platforms as possible to foster transparency and accountability as it pertains to the advancement of diversity within higher levels of the agency.

During the second quarter of FY23 the Performance Management Team collaborated with two of the agency’s Employee Resource Groups (DiverseAbilities, and LGBT@DOT) to plan for the potential addition of disability and LGBTQ identity statistics into the Annual Workforce Profile Report. There has been much work dedicated to developing a survey that will go out to the entire agency early in the third quarter of FY23 that will aim to capture employees’ disability and LGBTQ identities. The goal is to have this data back in time to include in this year’s Workforce Profile Report so that these communities can be accounted for and represented. This effort aims to expand the quantitative analysis available at DOT in the DEI world.

During the third quarter of FY23 the Performance Management team along with the EDI unit, launched the above described survey to collect valuable identification information on employees who identify as LGBTQ+ or disabled. The survey was a success, with more than 335 responses, which will be aggregated and statistically analyzed in this year’s Workforce Profile Report, set to be released in May 2023. This is a major advancement in DOT’s D&I work as we are now capturing and representing a group of people who were previously not shown in the diversity metrics we publish at the agency.

During the fourth quarter of FY23, the Performance Management team released the CY2022 Workforce Profile to the Executive Staff, Diversity, Equity, and Inclusion (DE&I) Committee and our Employee Resource Groups. The report incorporated the results of the above-mentioned survey, which is the first time the agency has been able to report on the LGBTQ+ and Disabled population at DOT. Additionally, the findings from this year’s Workforce Profile report were analyzed and discussed at many meetings as there were both positive and not-positive trends. The agency is applauding the positive developments while looking for new ways to address the findings that were not so positive, including revamping the Structured Hiring Program to address gaps in its efficacy.

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

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2. Structured Hiring Initiative: The DOT’s EEO Office, together with Human Resources and the Executive team, developed a comprehensive guide for Hiring Managers, and Personnel Coordinators to follow when seeking to fill a position. The guide includes detailed information starting with the basics of a structured interview and the steps to be taking pre-interview through post interview. While structured hiring is encouraged for all interviews, it is mandatory for the hiring of “Titles of interest”.

❖ Please describe the steps that your agency has taken to meet this goal. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity and inclusion, while reflecting the variety of communities that are served. What steps were taken to evaluate effectiveness of these actions?

In the first quarter, an updated version the guide was redistributed to employees involved in recruitment and hiring. This DOT also embarked on an agencywide demographic analysis of all interview panels to determine, in part, whether diverse panels are being utilized in all hiring situations.

In the second quarter, EDI has continued to update the guide, this time looking at addressing the issue of interview question confidentiality, brought to EDI’s attention by employees concerned with the hiring process.

In the third quarter, the EEO Office, in collaboration with PDAM, began the development of a report on the demographic analysis of all interview panels to determine the extent of diversity within non-title of interest interview panels. The EEO Office expects to finish the report and present it to DOT’s Executive Staff in the fourth quarter.

In the fourth quarter, the EEO Office continued its review of the interview panel diversity analysis and is planning on presenting findings in the coming weeks (start of Q1, FY24). Additionally, the DE&I Committee will be looking at ways to tweak the Structured Hiring Program to address shortcomings related to certain recruitment limitations among certain civil service titles that depend heavily upon already established lists.

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

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3. **Ensure alignment of diversity recruiting, internal candidate development, and equitable selection practices strategically with current employment needs and in conjunction with our “Titles of Interest”.**

❖ **Please describe the steps that your agency has taken to meet this goal. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity and inclusion, while reflecting the variety of communities that are served. What steps were taken to evaluate effectiveness of these actions?**

DOT encourages employees to participate in civil service exams to promote growth towards advancement by sending monthly e-mails with the DCAS Monthly Exam Schedule, providing the link to specific DCAS exams, and posting schedules and exam announcements on the Agency’s intranet. DOT Human Resources Division (“HR”) emails civil service exam notices to the Agency Personnel Coordinators, who in turn distribute the information to all of their division’s staff. Information on exams is also posted on DOT’s kiosks, bulletin boards, and intranet. Information is similarly passed on to those employees serving in the lower titles that are promotable. HR reaches out to non-traditional sources to generate applicant interest for underutilized titles. For underutilized titles of interest, HR posts external job vacancy notices on multiple recruitment websites which target underrepresented populations. HR also facilitates divisional participation in job fairs which target underrepresented populations and maintains a roster of recruitment sources which target underrepresented populations, and where possible, sends posting notices for titles of interest to those organizations.

DOT’s second quarter steps/actions for this goal are the same as they were for the first quarter.

DOT’s third quarter steps/actions for this goal are the same as they were for the second quarter.

DOT’s fourth quarter steps/actions for this goal are the same as they were for the third quarter.

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

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- ❖ **Please describe steps that were taken or considered to address underutilization identified through quarterly workforce reports. Please list Job Groups where underutilization exists in the current quarter.**

In addition to the above, DOT is now working on standing up a dashboard/data visualization platform to assist in understanding the diversity of applicant pools and to allow for measuring interview and candidate selection statistics. We expect this new dashboard/reporting tool to be operational by February of 2023.

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DOT Underutilization FY23 Q1																	
Job Group	HC	Female HC	Female Availability	Female Expected	Female Z-Score	Black HC	Black Availability	Black Expected	Black Z-Score	Hispanic HC	Hispanic Availability	Hispanic Expected	Hispanic Z-Score	Asian HC	Asian Availability	Asian Expected	Asian Z-Score
Administrators	9	4	0.3841	3.5	0.47	1	0.1745	1.6	-0.55	2	0.1543	1.4	0.61	1	0.1123	1.0	-0.01
Building Service P/T - 8	1	0	0	0.0	0.00	0	0	0.0	0.00	0	0	0.0	0.00	0	0	0.0	0.00
Clerical	382	279	0.6776	258.8	3.89	192	0.5347	204.3	-1.84	64	0.1509	57.6	0.99	38	0.0716	27.4	2.19
Clerical Supervisors	199	171	0.7769	154.6	5.91	108	0.5619	111.8	-0.82	38	0.1348	26.8	2.49	15	0.0511	10.2	1.60
Craft	2030	99	0.0986	200.2	-7.93	490	0.3209	651.4	-9.31	314	0.1322	268.4	3.21	100	0.0686	139.3	-3.57
Farming	6	0	0.2778	1.7	-1.79	2	0.3166	1.9	0.11	1	0.2661	1.6	-0.64	0	0.0498	0.3	-0.58
Laborers	852	130	0.2356	200.7	-6.53	290	0.3027	257.9	2.87	179	0.2268	193.2	-1.32	15	0.0821	69.9	-7.16
Lawyers	15	11	0.4738	7.1	2.78	6	0.131	2.0	3.31	1	0.102	1.5	-0.48	0	0.0721	1.1	-1.12
Management Specialists	1081	436	0.4032	435.9	0.01	380	0.2958	319.8	4.78	164	0.1295	140.0	2.33	171	0.1301	140.6	2.94
Managers	213	56	0.4206	89.6	-6.12	44	0.1889	40.2	0.73	16	0.1297	27.6	-2.54	39	0.1017	21.7	4.15
Operators	19	1	0.1213	2.3	-0.98	2	0.174	3.3	-0.87	7	0.1385	2.6	3.13	1	0.0524	1.0	0.00
Para Professional Occupations	226	116	0.5812	131.4	-3.20	60	0.2673	60.4	-0.07	44	0.2449	55.3	-2.02	56	0.0964	21.8	8.11
Personal Services	23	8	0.4047	9.3	-0.72	12	0.2584	5.9	3.35	10	0.2881	6.6	1.84	0	0.0918	2.1	-1.60
Police	9	2	0.2529	2.3	-0.24	1	0.3039	2.7	-1.51	2	0.2189	2.0	0.03	1	0.0487	0.4	0.89
Public Relations	4	2	0.3401	1.4	0.83	0	0.1549	0.6	-0.93	0	0.117	0.5	-0.77	0	0.0851	0.3	-0.64
Sanitation Workers	4	0	0.03	0.1	-0.36	2	0.2271	0.9	1.48	0	0.1676	0.7	-0.98	0	0.0134	0.1	-0.23
Science Professionals	470	97	0.3131	147.2	-6.02	44	0.1762	82.8	-5.18	55	0.1023	48.1	1.11	166	0.2258	106.1	7.51
Social Scientists	119	57	0.493	58.7	-0.43	6	0.1667	19.8	-3.73	12	0.0913	10.9	0.38	11	0.0957	11.4	-0.13
Technicians	30	11	0.3662	11.0	0.01	10	0.3293	9.9	0.06	1	0.1923	5.8	-2.46	6	0.1005	3.0	1.91

***Payroll Data from 09/30/2022

***Z-Score Formula: $((\text{Focal Group} - [\text{Expected}]) / (\text{Sqrt}([\text{Expected}] * (1 - [\text{Availability}]))))$

Craft: Female, Black, Asian	Female: 5 Job Groups
Laborers: Female, Asian	Black: 3 Job Groups
Managers: Female, Hispanic	Hispanic: 3 Job Groups
Para Professionals: Female, Hispanic	Asian: 2 Job Groups
Science Professionals: Female, Black	
Social Scientists: Black	
Technicians: Hispanic	

In the second quarter, we continued to work on standing up the application/reporting platform that will allow us to track our structured hiring program from end to end. This includes identifying applicants, interviewees, interviewers, and candidates selected for every posted

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job. We have hit a roadblock on the data side of this project as DCAS does not have the bandwidth to help us build out our PMS/NYCAPS data warehouse. We are hoping once DCAS has the bandwidth to resume assisting us, we can finalize this project.

DOT Underutilization FY23 Q2

Job Group	HC	Female HC	Female Availability	Female Expected	Female Z-Score	Black HC	Black Availability	Black Expected	Black Z-Score	Hispanic HC	Hispanic Availability	Hispanic Expected	Hispanic Z-Score	Asian HC	Asian Availability	Asian Expected	Asian Z-Score
Administrators	8	4	0.3841	3.1	0.86	1	0.1745	1.4	-0.41	1	0.1543	1.2	-0.25	1	0.1123	0.9	0.12
Building Service P/T - 8	1	1	0	0.0	0.00	0	0	0.0	0.00	0	0	0.0	0.00	0	0	0.0	0.00
Clerical	366	268	0.6776	248.0	3.94	186	0.5347	195.7	-1.49	57	0.1509	55.2	0.28	36	0.0716	26.2	2.06
Clerical Supervisors	208	178	0.7769	161.6	5.78	113	0.5619	116.9	-0.82	42	0.1348	28.0	3.05	15	0.0511	10.6	1.41
Craft	1995	96	0.0986	196.7	-7.97	482	0.3209	640.2	-9.21	308	0.1322	263.7	3.14	100	0.0686	136.9	-3.38
Farming	5	0	0.2778	1.4	-1.63	1	0.3166	1.6	-0.68	1	0.2661	1.3	-0.39	0	0.0498	0.2	-0.53
Laborers	867	131	0.2356	204.3	-6.71	294	0.3027	262.4	2.79	187	0.2268	196.6	-0.89	16	0.0821	71.2	-7.13
Lawyers	16	12	0.4738	7.6	3.05	6	0.131	2.1	3.10	1	0.102	1.6	-0.55	0	0.0721	1.2	-1.16
Management Specialists	1079	440	0.4032	435.1	0.40	382	0.2958	319.2	4.99	166	0.1295	139.7	2.55	168	0.1301	140.4	2.68
Managers	218	58	0.4206	91.7	-6.07	43	0.1889	41.2	0.35	19	0.1297	28.3	-2.00	39	0.1017	22.2	3.98
Operators	19	1	0.1213	2.3	-0.98	2	0.174	3.3	-0.87	7	0.1385	2.6	3.13	1	0.0524	1.0	0.00
Para Professional Occupations	205	107	0.5812	119.1	-2.66	55	0.2673	54.8	0.04	47	0.2449	50.2	-0.60	50	0.0964	19.8	7.53
Personal Services	23	8	0.4047	9.3	-0.72	12	0.2584	5.9	3.35	10	0.2881	6.6	1.84	0	0.0918	2.1	-1.60
Police	9	2	0.2529	2.3	-0.24	1	0.3039	2.7	-1.51	2	0.2189	2.0	0.03	1	0.0487	0.4	0.89
Public Relations	4	2	0.3401	1.4	0.83	0	0.1549	0.6	-0.93	0	0.117	0.5	-0.77	0	0.0851	0.3	-0.64
Sanitation Workers	4	0	0.03	0.1	-0.36	2	0.2271	0.9	1.48	0	0.1676	0.7	-0.98	0	0.0134	0.1	-0.23
Science Professionals	458	96	0.3131	143.4	-5.76	42	0.1762	80.7	-5.23	56	0.1023	46.9	1.49	159	0.2258	103.4	7.06
Social Scientists	140	65	0.493	69.0	-0.95	7	0.1667	23.3	-4.06	10	0.0913	12.8	-0.86	17	0.0957	13.4	1.09
Technicians	30	11	0.3662	11.0	0.01	10	0.3293	9.9	0.06	1	0.1923	5.8	-2.46	6	0.1005	3.0	1.91

***Payroll Data from 12/31/2022

***Z-Score Formula: $(\text{Focal Group} - \text{Expected}) / (\text{Sqrt}(\text{Expected}) * (1 - \text{Availability}))$

Craft: Female, Black, Asian
 Laborers: Female, Asian
 Managers: Female, Hispanic
 Para Professionals: Female, Hispanic
 Science Professionals: Female, Black
 Social Scientists: Black
 Technicians: Hispanic

In the third quarter, DOT has worked on a “structured hiring” monitoring system that will allow DOT’s Human Resources Division and DOT’s EEO Office to monitor the agency’s candidate pools, candidate selections, interview selections, and hiring choices in detail. The goal

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of this system is to ensure that hiring managers across the agency are following the rules laid out in the structured hiring manual/tool kit, and that DOT is living up to its promise of reducing bias in the hiring process.

DOT Underutilization FY23 Q3

Job Group	HC	Female HC	Female Availability	Female Expected	Female Z-Score	Black HC	Black Availability	Black Expected	Black Z-Score	Hispanic HC	Hispanic Availability	Hispanic Expected	Hispanic Z-Score	Asian HC	Asian Availability	Asian Expected	Asian Z-Score
Administrators	8	4	0.3841	3.1	0.86	1	0.1745	1.4	-0.41	1	0.1543	1.2	-0.25	1	0.1123	0.9	0.12
Building Service P/T - 8	1	1	0	0.0	0.00	0	0	0.0	0.00	0	0	0.0	0.00	0	0	0	0.0
Clerical	358	255	0.6776	242.6	2.47	173	0.5347	191.4	-2.86	57	0.1509	54.0	0.48	38	0.0716	25.6	2.63
Clerical Supervisors	216	183	0.7769	167.8	5.26	122	0.5619	121.4	0.13	40	0.1348	29.1	2.33	17	0.0511	11.0	1.89
Craft	1987	102	0.0986	195.9	-7.44	481	0.3209	637.6	-9.13	305	0.1322	262.7	3.01	97	0.0686	136.3	-3.61
Farming	4	0	0.2778	1.1	-1.46	1	0.3166	1.3	-0.35	1	0.2661	1.1	-0.09	0	0.0498	0.2	-0.47
Laborers	862	130	0.2356	203.1	-6.71	296	0.3027	260.9	3.11	181	0.2268	195.5	-1.34	17	0.0821	70.8	-6.96
Lawyers	17	14	0.4738	8.1	3.98	8	0.131	2.2	4.45	1	0.102	1.7	-0.62	0	0.0721	1.2	-1.19
Management Specialists	1099	447	0.4032	443.1	0.31	384	0.2958	325.1	4.64	166	0.1295	142.3	2.28	171	0.1301	143.0	2.69
Managers	225	60	0.4206	94.6	-6.14	46	0.1889	42.5	0.66	20	0.1297	29.2	-1.95	39	0.1017	22.9	3.75
Operators	19	1	0.1213	2.3	-0.98	2	0.174	3.3	-0.87	7	0.1385	2.6	3.13	1	0.0524	1.0	0.00
Para Professional Occupations	208	110	0.5812	120.9	-2.36	56	0.2673	55.6	0.07	48	0.2449	50.9	-0.55	46	0.0964	20.1	6.41
Personal Services	23	8	0.4047	9.3	-0.72	12	0.2584	5.9	3.35	10	0.2881	6.6	1.84	0	0.0918	2.1	-1.60
Police	9	2	0.2529	2.3	-0.24	1	0.3039	2.7	-1.51	2	0.2189	2.0	0.03	1	0.0487	0.4	0.89
Public Relations	4	2	0.3401	1.4	0.83	0	0.1549	0.6	-0.93	0	0.117	0.5	-0.77	0	0.0851	0.3	-0.64
Sanitation Workers	2	0	0.03	0.1	-0.25	1	0.2271	0.5	1.05	0	0.1676	0.3	-0.70	0	0.0134	0.0	-0.17
Science Professionals	445	89	0.3131	139.3	-6.21	43	0.1762	78.4	-4.85	54	0.1023	45.5	1.40	153	0.2258	100.5	6.77
Social Scientists	136	61	0.493	67.0	-1.46	6	0.1667	22.7	-4.20	12	0.0913	12.4	-0.13	18	0.0957	13.0	1.53
Technicians	28	11	0.3662	10.3	0.37	10	0.3293	9.2	0.38	1	0.1923	5.4	-2.34	6	0.1005	2.8	2.11

***Payroll Data from 03/31/2023

***Z-Score Formula: $((\text{Focal Group} - [\text{Expected}]) / (\text{Sqrt}([\text{Expected}] * (1 - [\text{Availability}]))))$

Craft: Female, Black, Asian
 Clerical: Black
 Laborers: Female, Asian
 Managers: Female
 Para Professionals: Female
 Science Professionals: Female, Black
 Social Scientists: Black
 Technicians: Hispanic

As mentioned in the 3rd quarter update, DOT is still working on the structured hiring monitoring system, which will allow for oversight to analyze candidate pools, candidates selected for interviews and candidates chosen for each job posting. This system will be linked to our

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overall hiring and promotion system so there will be maximum data integration. We expect to have this system up and running around December 2023.

DOT Underutilization FY23 Q4

Job Group	HC	Female HC	Female Availability	Female Expected	Female Z-Score	Black HC	Black Availability	Black Expected	Black Z-Score	Hispanic HC	Hispanic Availability	Hispanic Expected	Hispanic Z-Score	Asian HC	Asian Availability	Asian Expected	Asian Z-Score
Administrators	8	4	0.3841	3.1	0.86	1	0.1745	1.4	-0.41	1	0.1543	1.2	-0.25	1	0.1123	0.9	0.12
Building Service P/T - 8	1	1	0	0.0	0.00	0	0	0.0	0.00	0	0	0.0	0.00	0	0	0.0	0.00
Clerical	357	253	0.6776	241.9	2.21	179	0.5347	190.9	-1.85	56	0.1509	53.9	0.34	36	0.0716	25.6	2.22
Clerical Supervisors	197	166	0.7769	153.0	4.69	112	0.5619	110.7	0.28	33	0.1348	26.6	1.45	17	0.0511	10.1	2.30
Craft	2090	115	0.0986	206.1	-7.04	500	0.3209	670.7	-9.70	327	0.1322	276.3	3.51	96	0.0686	143.4	-4.25
Farming	4		0.2778	1.1	-1.46	1	0.3166	1.3	-0.35	1	0.2661	1.1	-0.09	0	0.0498	0.2	-0.47
Laborers	873	132	0.2356	205.7	-6.72	311	0.3027	264.3	4.12	187	0.2268	198.0	-1.01	19	0.0821	71.7	-6.78
Lawyers	15	13	0.4738	7.1	4.20	7	0.131	2.0	4.13	2	0.102	1.5	0.42	0	0.0721	1.1	-1.12
Management Specialists	1141	471	0.4032	460.1	0.86	402	0.2958	337.5	4.99	185	0.1295	147.8	3.52	177	0.1301	148.4	2.69
Managers	231	63	0.4206	97.2	-5.98	45	0.1889	43.6	0.25	20	0.1297	30.0	-2.09	40	0.1017	23.5	3.79
Operators	18	1	0.1213	2.2	-0.91	2	0.174	3.1	-0.77	7	0.1385	2.5	3.31	1	0.0524	0.9	0.06
Para Professional Occupations	237	122	0.5812	137.7	-3.20	60	0.2673	63.4	-0.57	54	0.2449	58.0	-0.70	51	0.0964	22.8	6.52
Personal Services	28	9	0.4047	11.3	-1.16	12	0.2584	7.2	2.39	11	0.2881	8.1	1.45	0	0.0918	2.6	-1.77
Police	9	2	0.2529	2.3	-0.24	1	0.3039	2.7	-1.51	2	0.2189	2.0	0.03	1	0.0487	0.4	0.89
Public Relations	4	2	0.3401	1.4	0.83	0	0.1549	0.6	-0.93	0	0.117	0.5	-0.77	0	0.0851	0.3	-0.64
Sanitation Workers	2		0.03	0.1	-0.25	1	0.2271	0.5	1.05	0	0.1676	0.3	-0.70	0	0.0134	0.0	-0.17
Science Professionals	453	96	0.3131	141.8	-5.60	41	0.1762	79.8	-5.27	59	0.1023	46.3	2.07	157	0.2258	102.3	6.99
Social Scientists	139	60	0.493	68.5	-2.03	7	0.1667	23.2	-4.03	13	0.0913	12.7	0.10	17	0.0957	13.3	1.12
Technicians	28	10	0.3662	10.3	-0.12	10	0.3293	9.2	0.38	1	0.1923	5.4	-2.34	5	0.1005	2.8	1.45

***Payroll Data from 06/30/2023

***Z-Score Formula: $([Focal\ Group]-[Expected])/(\sqrt{[Expected]}*(1-[Availability]))$

Craft: Female, Black, Asian
 Laborers: Female, Asian
 Managers: Female, Hispanic
 Para Professionals: Female
 Science Professionals: Female, Black
 Social Scientists: Black, Female
 Technicians: Hispanic

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B. Workplace: Cultivate a flexible, collaborative, equitable, and inclusive work environment that leverages diversity and empowers all contributors. Promoting equity and building inclusiveness ensures that all employees feel included, connected, and engaged.

Please list the **Workplace Goal(s)** included in *Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2023*, which you set/declared in your FY 2023 Diversity, Equity, Inclusion and EEO Plan (e.g., job satisfaction/engagement surveys, exit interviews/surveys, and onboarding surveys).

- 1. Employee Resource Groups (ERGs): DOT's ERGs are employer-recognized groups of employees who convene to collectively celebrate, promote, and advocate for professional development, cultural connections, diversity and inclusion, and to enhance engagement/morale in the workplace. ERGs are instrumental in helping DOT work toward its Strategic Diversity & Inclusion Goals of workforce diversity, workplace inclusion, and community understanding. ERGs are responsible for establishing their own mission, goals, and annual activities, which must align with DOT's strategic goals.**

❖ **Please describe the steps that your agency has taken to meet this goal. Include actions taken to create equitable work environment which values differences and maintain focus on retaining talent. What steps were taken to evaluate effectiveness of these actions?**

In the first quarter, DOT's ERGs held events in recognition of (1) the 32nd Anniversary of ADA, (2) Latin American Heritage Month, and (3) National Disability Employment Awareness Month. The EEO Office, in collaboration with the DOT's Diversity & Inclusion Committee, and ERG leaders, are presently developing an ERG evaluation tool that is expected to be completed by the end of 2022.

In the second quarter, DOT's ERGs held events in recognition of (1) Latin American Heritage Month and (2) National Disability Employment Awareness Month. African American Career Advancement Network (AACAN) ERG also invited Warren Petty, Vice President and Chief Human Resources Officer of Howard University, to give a virtual presentation on ERG leadership skills. DOT's ERGs also began preparation for events in early 2023 that will celebrate Lunar New Year and Black History Month.

In the third quarter, DOT's ERGs held events in recognition of (1) Lunar New Year, (2) Black History Month, and (3) Women's History Month. DOT's ERGs also began preparation for events in Quarter 4 that will recognize Asian American and Pacific Islander Heritage Month, Pride Month, and Disability Pride Month. DiverseAbilities ERG hosted speakers from the New York Transit Museum and Metropolitan Transit Authority, to give virtual presentation on projects, programs, and initiatives related to accessibility.

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From January 2023 to March 2023, ERG leaders participated in the ERG Leadership Training Program that focused on emotional intelligence and ERG Leadership Skills, which was developed by EDI and HR Division's Training & Development Unit, in collaboration with two MWBEs.

In the third quarter, the EEO Office launched several initiatives to increase visibility for DOT's ERG Program. The EEO Office, in collaboration with DOT's Information Technology and Telecom Division, established Microsoft Teams channels for ERGs to communicate and host virtual meetings. Additionally, the EEO Office's Lead Trainer has developed a section on DOT's ERG Program in the EEO training for new hires, and the EEO Office's Diversity Specialist has begun to revise an introductory brochure on DOT's ERGs, which will be included in the hiring packet for new hires. The EEO Office's Diversity Specialist also began planning for the ERG Bi-annual Elections in August 2023, adding plans for several tabling events at different DOT worksites across the City, in order to attract more employees to the ERG program.

In the fourth quarter, DOT's ERGs held events in honor of (1) Asian American and Pacific Islander Heritage Month, and (2) Pride Month. DiverseAbilities also began plans for an event in Quarter 4, in honor of Disability Pride Month 2023. WeWin also began plans for its Annual Career Day Event for NYC youth. DOT's EEO Office was approached by DOT employees who were interested in starting an ERG for DOT employees from Arab, Turkish, and Persian backgrounds. These employees are currently preparing to submit an application in Q1 of FY 24.

As a follow-up to the ERG Leadership Training program that took place earlier, EDI, in collaboration with Human Resources Division's Training and Development Unit organized one-on-one coaching opportunities for ERG leaders with one of the instructors of the training program. 4 coaching sessions took place on June 26, 2023, and another 4 took place on July 11, 2023. Further sessions for the ERG leaders will be scheduled throughout FY 2024.

On May 23, 2023, ERG board leaders met with the relaunched Diversity, Equity and Inclusion (DE&I) Committee to share ideas and advocate for employee retention and promotion, as well as diversity, equity, and inclusion efforts. ERG board leaders will continue to meet with the DE&I Committee on a quarterly basis.

On May 30, 2023, the EEO Office launched the 2023 ERG Election cycle, by sending out agencywide notices, and planned two pre-election tabling events to raise awareness and draw interest from employees. The first tabling event took place on June 2nd in Manhattan, and the second took place on July 11th at a DOT work site in Queens.

Q1 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**
Q2 Update: **Planned** **Not started** **Ongoing** **Delayed** **Deferred** **Completed**

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Q3 Update: Planned Not started Ongoing Delayed Deferred Completed
Q4 Update: Planned Not started Ongoing Delayed Deferred Completed

2. **EEO Liaisons Program – DOT’s EEO Liaisons play an important role in assisting EDI and DOT to meet their EEO obligations through the regular referral of employee EEO-related concerns to EDI, assisting with the posting and maintenance of agency wide of EEO-related policies and memos, and serving as an on-the-ground resource for DOT employees without immediate access to EDI, or EEO online resources.**

- ❖ **Please describe the steps that your agency has taken to meet this goal. Include actions taken to create equitable work environment which values differences and maintain focus on retaining talent. What steps were taken to evaluate effectiveness of these actions?**

In July 2022, and in collaboration with the DOT’s Human Resources Division, Performance Analytics Unit, and Division Personnel Coordinators, EDI expanded the liaison pool to 45, strategically placed throughout the agency, and also began developing data collection and reporting tools for liaison use. EDI expects to begin accepting EEO Liaison applications in December 2022, and complete selection and their introductions in early 2023.

In the second quarter, EDI hosted monthly check-in meetings with EEO Liaisons on October 28, 2022 and November 3, 2022. During these meetings, EDI informed Liaisons of new agencywide postings regarding NYC EEO policy, and of upcoming DEI initiatives, such as the agencywide interview panel analysis, gender pronoun inclusion initiative, and DCAS-mandated DEI-EEO reports. After delays, EDI is planning to launch the recruitment period for new liaisons in early 2023.

In the third quarter, EDI hosted monthly check-in meetings with EEO Liaisons on January 25, 2023, February 22, 2023, and March 29, 2023. During these meetings, EDI informed Liaisons of new agencywide DEI initiatives such as the Prayer/Meditation Room Initiative at 55 Water Street, salary analysis initiative, reasonable accommodations regarding fasting during Ramadan, ERG elections and heritage month events. On February 21, 2023, EDI launch the recruitment period for new liaisons, and sent targeted email blasts to divisions that required additional liaisons. The recruitment period has ended, and EDI is beginning the selection process to assess the applications received. The new EEO Liaisons are expected to begin their terms in the fall of 2023.

In the fourth quarter, EDI hosted monthly check-in meeting with EEO Liaisons on April 26, 2023, and June 7, 2023. During these meetings, EDI informed Liaisons of new agencywide DEI Initiatives such as a pilot program to analyze and address underutilization, in partnership with the Equal Employment Practices Commission and the relaunch of the Diversity, Equity, and Inclusion (DE&I) Committees, and updates on current DEI initiatives, such as ERG-related events and EEO Liaison applications. EDI received 9 new applications for the EEO Liaisons

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Program, and worked with the Office of the Advocate to vet the applicants. The applicants who pass the vetting process, will receive their notice of acceptance in FY 2024’s first quarter. The EEO Liaison Class of 2023 is expected to begin its term in Quarter 1, FY 2024.

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

3. Future Leaders Program – In 2017, recognizing that the transportation and engineering fields, as well as the trades, are traditionally white male-dominated, which is often reflected in the Civil Service hiring process, DOT created the Future Leaders Program to specifically identify, nurture and promote a diverse cohort of employees from all divisions within the agency, with a particular focus on employees of color and women who might not ordinarily get exposure to agency leadership and the full range of agency functions and opportunities. This year-long fellowship provides 30 early to mid-career professionals from across every part of the agency the opportunity to develop networking, communication, and presentation skills and connect their work to the big picture. Future Leaders attend events such as guest speakers, panel discussions, interactive workshops, tours, and social events. Through conversations and interviews with their peers, Future Leaders exchange ideas and experiences and ask questions to learn more about the inner workings of DOT. The program includes up to a month-long rotation in another agency division and culminates with group presentations to pitch an idea to senior staff. The Future Leaders program complements the variety of professional development opportunities that DOT already offers. Diversity is one of the factors considered in the selection of candidates. Due to the pandemic, the program was suspended in 2020, but the program is planned to start again in late 2022, or early 2023, as a more robust program through an assimilation of the DOT Leadership Academy, which was also suspended in 2020 and 2021, and provided similar opportunities to seasoned employees in search of ways of advancing their careers.

❖ Please describe the steps that your agency has taken to meet this goal. Include actions taken to create equitable work environment which values differences and maintain focus on retaining talent. What steps were taken to evaluate effectiveness of these actions?
 The Future Leaders Program, led by Lauren Antonelli, resumed in March 2023 with a more robust program, incorporating feedback from the Diversity & Inclusion Committee and the Employee Resource Groups.

Since resuming in March 2023, the Future Leaders Program has completed various panel sessions, facility tours and professional development.

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Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input checked="" type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input checked="" type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

4. Equity & Inclusion in Planning Working Group: In 2021, the Equity & Inclusion in Planning Working Group developed an Action Plan with five (5) outcomes and 17 strategies to advance transportation equity. The outcomes focused on mobility, project prioritization, public engagement, safety and security, and sustainability. A key strategy identified by the group was the development of Priority Investment Areas (PIAs) to focus transportation investments in areas with the greatest needs. The PIAs were established in 2021. DOT is now working to operationalize the use of the PIAs within programmatic areas. Another focus of the plan was on meaningful engagement with communities. In 2022, the working group launched the Community Ambassador Pilot Program. This program will leverage the knowledge of DOT employees, to provide input on projects early in the development process based on their lived experiences. Employees will have an opportunity to share ideas and community contacts/resources with project managers, as well as influence the public outreach process. The working group is also working on advancing several other strategies, including the development of an Equitable Public Engagement Framework & Toolkit, a Racial Equity Project Assessment Worksheet, and deepening relationships with community organizations.

❖ **Please describe the steps that your agency has taken to meet this goal. Include actions taken to create equitable work environment which values differences and maintain focus on retaining talent. What steps were taken to evaluate effectiveness of these actions?**
 The Equity & Inclusion in Planning Working Group (EWG) has been pushing forward a few key strategies of the Action Plan: Community Profile Templates and the Community Ambassador Program. Staff created a template and examples of sample community profiles for DOT. They included key demographic data about neighborhood demographics and economic indicators, as well as insights from the Citywide Mobility Survey and the Mobility Management Travel Surveys of People with Disabilities and Low Income and Limited English Proficient Populations. The Community Ambassador Program, a pilot program to leverage the neighborhood expertise of DOT employees to inform projects at an early stage, launched this July. We onboarded 33 employees across TPM, representing 81 zip codes across the city. This quarter, the Community Ambassador Volunteers reviewed a citywide plan and gave feedback on a street improvement project to improve the pedestrian environment at an intersection.

In the second quarter, the EWG continues to push forward the Community Ambassador Program and hit a key milestone with the Equitable Engagement Toolkit. The Community Ambassadors engaged in 2 additional projects this quarter: checking on the use of a taxi stand in Astoria and reviewing proposed Carshare locations in the Bronx and upper Manhattan. The team got great feedback from project

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managers about the Community Ambassador Program, with one project manager stating: “The ambassadors provided a report that surpassed our expectations – a great level of detail, exactly what we needed to understand the next steps for this project.” Another strategy the EWG has been working on this year is the Equitable Engagement Toolkit. After receiving feedback from teams across TPM, the group presented the Toolkit to senior staff at the end of the quarter and got approvals to start disseminating and implementing it with teams.

In the third quarter, the EWG has been focused on operationalizing the Equitable Engagement Toolkit within the planning process and recruiting new volunteers for the Community Expert Program (previously known as the Community Ambassador Program). The EWG met with all of the Borough Commissioners Offices and teams within TP&M to introduce the Equitable Engagement Toolkit and teach project managers how to integrate it into their work. Another focus, this quarter, has been on the Community Ambassador Program. The EWG received support from the Commissioner to expand the program agencywide. Through this process, the Community Ambassador Program was rebranded to the Community Expert Program, and the EWG will be recruiting volunteers beyond TP&M. This will be great because there will not only be more volunteers to leverage for feedback on projects, but also knowledge of more neighborhoods across the city. There are currently 61 Community Experts signed up. That number is expected to grow significantly with the announcement having been emailed out agencywide on April 5, 2023.

In the fourth quarter, the Equity Working Group focused on growing the Community Expert Program. The call for Community Experts was sent out agencywide, and the EWG held four onboarding sessions for the new Community Experts. There are now 131 active Community Experts, and collectively they are familiar with 142 zip codes across the City (out of 218). While Community Experts were onboarding, the EWG identified two initial projects that solicited feedback from the Community Experts: a Pedestrian Unit pilot redesign of Prospect Park East Dr. and the Freight Mobility Microhubs program. For the Prospect Park East Dr. project, Community Experts were asked to fill out the post-implementation survey and help disseminate the survey to local groups. For the Microhubs program, Community Experts were asked to provide feedback on freight activities in their neighborhoods and suggested Microhub sites.

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

5. **Equity In Enforcement Working Group: Through a series of roundtable sessions held in 2020, NYCDOT identified key areas around the misuse of authority, protocol, and the impact of enforcement on DOT initiatives, and from this, explored strategies to address**

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employee concerns and cultivate collaborative communication with agency partners.

- ❖ **Please describe the steps that your agency has taken to meet this goal. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity and inclusion, while reflecting the variety of communities that are served. What steps were taken to evaluate effectiveness of these actions?**

In the third quarter, Kim Wiley-Schwartz, Chair of the Equity in Enforcement Working Group met with the Assistant Commissioner of the Office of EEO, Diversity and Inclusion and EDI's Diversity Specialist to discuss moving forward with the three programs previously suggested by the Equitable Enforcement Working Group. Each of the three programs will be prepared as a presentation. Members of previous working groups and senior staff will meet to discuss the potential timeline for this work and then we intend to present the programs to the Commissioner in the fourth quarter of the year.

DOT's fourth quarter steps/actions for this goal are the same as they were for the third quarter.

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input checked="" type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input checked="" type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

6. **Equity in Infrastructure Working Group: This group works to define what equitable asset management decisions will look like and require, with the desired outcome of ensuring DOT's assets are distributed and maintained in an equitable manner.**

- ❖ **Please describe the steps that your agency has taken to meet this goal. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity and inclusion, while reflecting the variety of communities that are served. What steps were taken to evaluate effectiveness of these actions?**

Over the past year, the team has supported the Performance, Data, and Asset Management unit (PDAM) in compiling data on the current state of some of the agency's key assets around the City. The data will be used to develop an internal tool to examine and track historical asset allocation. Additionally, there are on-going conversations with operating units on existing operating processes, as well as constraints to achieving equity.

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DOT's second quarter steps/actions for this goal are the same as they were for the first quarter.

In the third quarter, PDAM continued its work on DOT's Equity in Asset Management Tool (EAM Tool) which helps explore the current state of key agency assets and infrastructure programs, identify potential equity gaps in existing project origination processes, and recommend solutions to address these gaps. PDAM built the tool using MS Power BI. The tool includes over 20 DOT programs and is highly interactive to enhance the customer experience. The primary goals are to determine the location of our assets, create a foundation for further analysis and discussion, and provide a tool that does not currently exist at DOT.

With the following guiding question in mind, "What data and analyses can help us better understand equity gaps in our assets?" we can explore:

- Where are our assets located? Where are they not?
- Where are we spending taxpayers' money?
- How do white communities compare to historically underserved, low-income communities of color?
- What communities require a deeper analysis, based on initial results?

Methodology Overview:

- **Current State of Assets**
 - Focus on Neighborhood Tabular Area (NTA) and Census tract boundaries.
 - Collect and review datasets from PDAM's Asset Management Unit.
 - Examine prioritization and asset distribution over the last 10 to 20 years.
 - Compare distribution of capital spending (committed) for key capital programs.

Power BI Report

- Overview of datasets, assets, borough, and NTA information.
- NTA maps by average income and minority percentage.
- Scatter plot graphs.
- Focus maps (asset distribution).
- Statistical analysis (R and R2).

Improvements made to the original version:

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- New layout to highlight the distribution map, which is often the focal point of the conversation. Previously, it was in the bottom left corner.
- Added “update date” for each asset dataset.
- Added “borough” and “demographic majority” slicers to increase interactive capabilities.
- Removed the larger dropdown graphics to make room for more valuable information.
- Added normalized data for some of our key programs (per capita, per lane mile, etc.).
- Added a summary page which displays profile and asset information for each NTA, including Priority Investment Area tiers per the NYC Streets Plan.

Next steps for the tool:

- Continue to normalize other datasets as we continue to engage our colleagues.
- Add new datasets based on agency and mayoral priorities.
- Develop a data automation process to ensure each dataset is updated at least once a year. Currently, datasets are updated via manual process in Excel.

In the fourth quarter, the Performance Unit continued its work on the EAM Tool, which helps explore the current state of key agency assets and infrastructure programs, identify potential equity gaps in existing project origination processes, and recommend solutions to address these gaps.

Program’s progress during the fourth quarter:

- Currently 22 datasets included in the tool.
- Maps displaying Neighborhood Tabular Area (NTA) by average income and minority percentage.
- Asset distribution displayed by heat map.
- Scatter plot graphs with trendlines to summarize x/y relationship.
- Statistical analysis (R and R2).
- Distribution of capital spending (committed) for key capital programs (up to 20 years).

How that progress is tracked

- Number of new datasets added.
- Increased data automation process to ensure regular updates of datasets.
- Employee engagement of tool (discussions, inquiries, presentations, etc.).

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- Increased usership of tool (using internal analytics usership tracker).

Any significant activities or events that occurred in the 4th quarter.

- Continued to develop the automation process for the next version of the tool (3.0).
- Increased usage of the resurfacing program equity analysis by executive staff.

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7. Age-Inclusive Initiatives: Following NYC Department for Aging guidance and recognizing the need and opportunity for focused and increased age-inclusive practices and strategies at DOT, in FY2023 DOT is committed to creating and implementing age-inclusive initiatives and strategies in order to create an age-inclusive workplace.

❖ Please describe the steps that your agency has taken to meet this goal. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity and inclusion, while reflecting the variety of communities that are served. What steps were taken to evaluate effectiveness of these actions?

The EEO Office is exploring the formation of an Intergenerational Employee Resource Group and an Intergenerational Mentoring Initiative, and surveying DOT job titles to identify those where focused promotion of upskilling across all age groups is needed. The EEO Office is also working with DOT Human Resources and an MWBE to provide Ageism-based training to Agency staff involved in the hiring process and supervisors. The training, “Preventing Age Discrimination in the Workplace,” is expected to launch by the end of 2022 or the start of 2023.

In the second quarter, the EEO Office’s Diversity Specialist completed the first draft of the Intergenerational Mentoring Initiative.

In the third quarter, the EEO Office’s Diversity Specialist has continued to work on the Intergenerational Mentoring Initiative and expects to finalize the proposal in the fourth quarter.

In the fourth quarter, the EEO Office’s Diversity Specialist has continued to work on the Intergenerational Mentoring Initiative and expects to finalize the proposal in FY 2024.

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8. Promote inclusivity through the modeling of inclusive language: In FY2023 the DOT’s EEO Office expects to launch an agencywide initiative that will explain the reasons for and benefits of including preferred pronouns in agency correspondence.

❖ **Please describe the steps that your agency has taken to meet this goal. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity and inclusion, while reflecting the variety of communities that are served. What steps were taken to evaluate effectiveness of these actions?**

DOT’s EEO Office is currently preparing a proposal for an agencywide campaign for DOT employees to add their gender pronouns, if comfortable doing so, to their email signatures. This initiative is expected to launch by the end of 2022 or the start of 2023.

In the second quarter, DOT’s EEO Office finalized this proposal and prepared it for presentation to executive staff.

In the third quarter, DOT’s EEO Office announced the agencywide campaign for DOT employees to add their gender pronouns, if comfortable doing so, to their email signatures on January 23, 2023. The EEO Office has finalized and plans to launch an agencywide survey to follow-up and determine the number of employees who have added their pronouns in May 2023.

In the fourth quarter, DOT’s Office decided to launch the agencywide follow up survey in Q1 of FY 2024.

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Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

❖ **Please specify any other EEO-related activities designed to improve/enhance the workplace during the quarter (e.g., postings, meetings, cultural programs promoting diversity, newsletters/articles, etc.) and describe the activities, including the dates when the**

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activities occurred.

- Event: My Disability Roadmap
 - Film Screening & Discussion
 - July 19, 2022
 - In recognition of the 32nd Anniversary of ADA, DOT's DiverseAbilities ERG hosted an in-person and virtual film screening and discussion.
- Event: Designing an Inclusive Workplace – Learning Disabilities at Work: Assistive Technologies for Digital Inclusion
 - Guest Speaker and Q&A
 - July 26, 2022, virtual event
 - DOT's DiverseAbilities ERG hosted Neil Milliken, Global Head of Accessibility & Digital Inclusion at Atos, an international digital consultancy company.
- Event: Talk Saves Lives: An Introduction to Suicide Prevention
 - Presentation and Discussion
 - September 13, 2022
 - In recognition of National Suicide Prevention Month, Hannah Moch, NYC DOT Digital Communications Manager, presented and led a discussion about suicide and suicide prevention. This event was held in person and virtually.
- Event: Latin American Heritage Potluck Picnic
 - Potluck picnic celebrating Latin American Heritage
 - September 17, 2022
 - In recognition of Latin American Heritage Month, DOT's Organización Latino Americana (OLA) ERG hosted a potluck picnic in Astoria Park for DOT employees and their guests.
- Event: Latinx Contributions at NYC DOT
 - Panel discussion with DOT Commissioner Ydanis Rodriguez
 - September 21, 2022
 - In recognition of Latin American Heritage Month, DOT's Organización Latino Americana (OLA) ERG hosted a virtual panel discussion celebrating Latinx contributions at NYC DOT.
- Event: NDEAM – A Conversation with Claudia L. Gordon
 - Guest speaker and Q&A
 - October 12, 2022
 - In recognition of National Disability Employment Awareness Month, DiverseAbilities hosted a conversation with Disability Rights Advocate Claudia L. Gordon. Claudia L. Gordon is the first deaf Black female attorney in the US, a former advisor to President

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Barack Obama, and currently the Senior Accessibility Strategy Partner at T-Mobile.

- Event: Networking Happy Hour with OLA
 - Networking event for DOT employees, celebrating Latin American Heritage.
 - October 13, 2022
 - In recognition of Latin American Heritage Month, DOT's Organización Latino Americana (OLA) ERG hosted a networking happy hour event at Bonnie Vee's to provide a space for DOT employees to connect and celebrate Latin American Heritage month's end.
- Event: ¡Al Punto Con Comisionado Ydanis Rodríguez!
 - Guest Speakers and Q&A
 - October 14, 2022
 - In recognition of Latin American Heritage Month, DOT's Organización Latino Americana (OLA) ERG hosted a conversation with DOT Commissioner Ydanis Rodriguez and Federal Transit Administration's Deputy Administrator, Veronica Vanterpool. Veronica Vanterpool, a Native New Yorker, was previously the Chief Innovation Office at the Delaware Transit Corporation, the Deputy Director of the National Vision Zero Network, and a board member of the New York MTA.
- Event: NDEAM – DOT Employee Roundtable
 - Virtual Panel discussion and Q&A
 - October 26, 2022
 - In recognition of National Disability Employment Awareness Month, DiverseAbilities hosted a DOT employee discussion about self-advocacy, disclosure, and creating a more inclusive workplace.
- Event: Talk by Warren Petty
 - Guest Speaker and Q&A
 - November 15, 2022
 - African American Career Advancement Network (AACAN) invited Warren Petty, Vice President and Chief Human Resources Officer of Howard University, to give a virtual presentation on ERG leadership skills.
- Posting: Martin Luther King, Jr. Day 2023
 - Agencywide Email and Agency Intranet Posting
 - January 13, 2023
 - DOT's EEO Office sent an agencywide email to all employees, recognizing Martin Luther King, Jr. Day 2023, and informing employees to consider service and learning opportunities to reflect upon and honor Dr. King's legacy.
- Posting: Promoting Agencywide Inclusivity through Gender Pronoun Use
 - Agencywide Email
 - January 23, 2023

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- The DOT's EEO Office launched an agencywide initiative to encourage DOT employees to add their gender pronouns to their email signatures to show support and create inclusion for LGBTQ+ colleagues and communities that we serve. The EEO Office plans to send in the fourth quarter an agencywide follow-up survey to determine the number of employees who added their gender pronouns to their email signatures, as well as their familiarity and knowledge of gender pronouns.
- Event: LGBT@DOT Happy Hour
 - Networking event
 - January 27, 2023
 - LGBT@DOT hosted a happy hour networking event to celebrate the New Year.
- Posting: New EEO Policy Handbook
 - Agencywide Email
 - January 27, 2023
 - DOT's EEO Office sent an agencywide email to all employees, informing them of the new EEO Policy Handbook, *What to Know About Equity, Inclusion, and EEO*, by NYC Department of Citywide Administrative Services.
- Event: Reimagining Leadership with NYC First Deputy Mayor Sheena Wright
 - Guest Speaker and Q&A
 - February 1, 2023
 - In recognition of Black History Month, African American Career Advancement Network (AACAN) ERG hosted a hybrid event on "Reimagining Leadership" featuring NYC First Deputy Mayor Sheena Wright and Charles Ukegbu, DOT's Assistant Commissioner of Regional & Strategic Planning.
- Event: APIA Lunar New Year Celebration 2023
 - Hybrid event celebrating Lunar New Year with food, music, and games.
 - February 2, 2022
 - In honor of Lunar New Year 2023, Asian Pacific Islander Association (APIA) ERG hosted a hybrid celebration which featured live music, traditional games, and an assortment of Asian food.
- Event: TED Talk and Discussion: Netta Jenkin's "Reimagining the Workplace"
 - Virtual Watch Party and Discussion
 - February 8, 2023
 - In recognition of Black History Month, African American Career Advancement Network (AACAN) ERG hosted a virtual watch party and discussion event on Netta Jenkins' "Reimagining the Workplace." Netta Jenkins is a leading voice in the Diversity, Equity, Inclusion, Belonging, Anti-Racism field, and was named as one of the top 7 Anti-Racism consultants in the world by Forbes Magazine.

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- Posting: Did You Know About Franco the Great?
 - Agency Intranet Posting
 - February 14, 2023
 - In honor of Black History Month, African American Career Advancement Network (AACAN) ERG, in collaboration with DOT's EEO Office, created a post highlight Franco the Great, a street artist famous for his murals on the metal gates of storefronts along 125th Street in Harlem, New York.
- Event: Empowering Women in the Field of Transportation
 - Guest Speaker and Q&A
 - February 16, 2023
 - In recognition of Black History Month, African American Career Advancement Network (AACAN) ERG hosted a virtual event, featuring U.S. Coast Guard Captain Zeita Merchant. Captain Merchant is Commander of Sector New York, the largest Coast Guard operational field command on the East Coast and was formerly a National Security Fellow at Harvard University's Belfer Center for Science and International Affairs.
- Event: Employee Spotlight: A Discussion on Their Careers at NYC DOT
 - Virtual panel discussion and Q&A
 - February 22, 2023
 - In recognition of Black History Month, African American Career Advancement Network (AACAN) ERG hosted a virtual event that recognized Black DOT employees who do amazing work inside and outside the agency.
- Event: Talk by Sara Thomson
 - Guest Speaker and Q&A
 - February 28, 2023
 - DiverseAbilities hosted a guest speaker, Sara Thomson, who is the Special Education and Access Manager at the New York Transit Museum. Sara Thomson gave a virtual presentation on the museum's accessibility programs for children through adults.
- Posting: DOT Workforce Profile Survey – Disability and LGBTQ+ Identity
 - Agencywide Email and Agency Intranet Posting
 - March 6, 2023
 - The Performance Management Team, in collaboration with LGBT@DOT ERG, DiverseAbilities ERG, and DOT's EEO Office, launched an agencywide survey to collect identification information on employees who identify as LGBTQ+ or disabled. The goal is to include the data in this year's Workforce Profile Report so that these communities can be accounted for and represented. This effort aims to expand the quantitative analysis available at DOT in the DEI world.
- Event: DOT's Inspirational Women in Field Operations

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- Virtual panel discussion and Q&A
- March 7, 2023
- In honor of Women’s History Month, Women Empowering Women in Non-traditional Work (We Win) ERG hosted a virtual event, “DOT’s Inspirational Women in Field Operations,” celebrating DOT’s female employees who work in field operations.
- Event: Discussion with Guest Speaker Deputy Mayor of Operations, Meera Joshi
 - Guest Speaker and Q&A
 - March 13, 2023
 - In honor of Women’s History Month, Women Empowering Women in Non-traditional Work (We Win) ERG hosted NYC Deputy Mayor of Operations, Meera Joshi for an in-person event.
- Event: WeWin Bowling Event
 - Bowling Event
 - March 13, 2023
 - In honor of Women’s History Month, Women Empowering Women in Non-traditional Work (We Win) ERG hosted a bowling event as their final event in celebration of Women’s History Month at Whitestone Lane for all DOT employees.
- Posting: Happy Ramadan 2023
 - Agencywide Email
 - March 17, 2023
 - DOT’s EEO Office sent an agencywide email informing employees of Ramadan 2023, traditional practices, and greetings of Ramadan, as well as notifying employees who might need reasonable accommodations to observe Ramadan to submit reasonable accommodation request forms.
- Event: Talk by Representative from Metropolitan Transportation Authority (MTA)
 - Guest Speakers and Q&A
 - March 28, 2023
 - DiverseAbilities hosted representatives from the MTA who gave a virtual presentation on MTA’s Open Stroller Program, its commitment to making 95% of inaccessible subway stations accessible by 2055, and other issues related to accessibility.
- DOT’s Diversity & Inclusion Committee Relaunch
 - Meeting
 - March 30, 2023
 - The Assistant Commissioner of DOT’s EEO Office, in collaboration with DOT’s senior staff, developed and finalized a new Diversity and Inclusion Committee, which reconfigured membership to better reflect and allow for more focused and deliberation attention to all of DOT’s Diversity, Equity, and Inclusion programs, projects, and initiatives. The new Diversity and Inclusion Committee is

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expected to meet in May 2023.

- Posting: Happy Arab American Heritage Month 2023!
 - Agencywide Email
 - April 12, 2023
 - DOT's EEO Office sent an agencywide email informing employees of Arab American Heritage Month, and shared President Joe Biden's 2023 President Proclamation, and resources to learn more about this month.
- Event: Eid Celebration Event 2023
 - In-person event celebrating Arab American Heritage Month and Eid-al-Fitr with food and music.
 - April 24, 2023
 - In honor of Arab American Heritage Month and Eid-al-Fitr 2023, the EEO Office hosted an in-person Eid Celebration Event. Participants had the opportunity to mingle, learn about Ramadan and sample traditional foods eaten at the end of Ramadan, and read President Biden's proclamation on Arab American Heritage Month.
- Event: Asian DOT Employee Spotlight: A Virtual Panel Discussion Event
 - Virtual panel discussion
 - May 10, 2023
 - In honor of AAPI Heritage Month 2023, Asian Pacific Islander Association (APIA) ERG hosted a virtual event that celebrated AAPI employees at DOT. Guest panelists shared about their careers and current roles, as well as gave advice on employment and advancement opportunities within DOT.
- Posting: Jewish American Heritage Month 2023
 - Agencywide Email
 - May 15, 2023
 - DOT's EEO Office sent an agencywide email informing employees of Jewish American Heritage Month, and shared President Joe Biden's 2023 President Proclamation, as well as resources to learn more about this month.
- Event: Virtual Watch Party and Discussion Event on "Everything, Everywhere, All at Once."
 - Virtual watch party and discussion event
 - May 18, 2023
 - In honor of AAPI Heritage Month 2023, Asian Pacific Islander Association (APIA) ERG hosted a virtual watch party and discussion event of the film "Everything, Everywhere, All at Once," an Oscar-winning examination of the cultural and generational conflicts experienced by an Asian American immigrant family. This event's purpose was to celebrate AAPI culture, heritage, and representation in film.
- Event: A Virtual Discussion with NYC Deputy Mayor Maria Torres-Springer

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- Guest Speaker and Q&A
- May 25, 2023
- In honor of AAPI Heritage Month 2023, Asian Pacific Islander Association (APIA) ERG hosted special guest NYC Deputy Mayor for Economic and Workforce Development, Maria Torres-Springer for a virtual discussion event celebrating AAPI representation in elected office.
- Posting: 2023 Employee Resource Group Elections
 - Agencywide Email
 - May 30, 2023
 - DOT's EEO Office sent an agencywide email, informing employees of the ERG Elections.
- Posting: Happy Pride Month 2023!
 - Agencywide Email
 - June 1, 2023
 - DOT's EEO Office sent an agencywide email, informing employees of Pride Month 2023, and shared resources and ways to celebrate Pride Month.
- Event: Pre-Election ERG Tabling Event
 - Tabling Event
 - June 2, 2023
 - In preparation for the 2023 ERG elections, the EEO office, in collaboration with DOT's ERGs, organized a tabling event that invited DOT employees to speak with current ERG leaders about the opportunities, successes, and challenges that come from being an ERG leader.
- Event: The Lesbian Bar Project Roundtable Discussion
 - Hybrid panel discussion event
 - June 5, 2023
 - In honor of Pride Month 2023, LGBT@DOT ERG, in collaboration with OUT@EDC, an ERG at New York City Economic Development Corporation, hosted an in-person event that featured filmmakers Erica Rose and Elina Street, and representatives from historic NYC lesbian bars for a discussion about the documentary *The Lesbian Bar Project*, which celebrates and explores the history of lesbian bars, which have been historic sites of refuge, validation, community, and resistance for lesbian women.
- Event: A Conversation with NYC Unity Project Acting Executive Director Ronald Porcelli
 - Guest Speaker and Q&A
 - June 14, 2023
 - In honor of Pride Month 2023, LGBT@DOT ERG hosted a virtual conversation with NYC Unity Project Acting Executive Director,

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Ronald Porcelli, to learn more about the work of the NYC Unity Project – one of several governmental offices and commissions that comprise the Mayor’s Office of Equity, and serves as NYC’s official resource for LGBTQ youth, including peer & professional support, family support, education, health care, housing, employment, and more.

- Posting: Happy Juneteenth 2023!
 - Agencywide Email
 - June 15, 2023
 - DOT’s EEO Office sent an agencywide email, informing employees of Juneteenth 2023, and shared resources and ways to celebrate Juneteenth.
- Event: Juneteenth Celebration
 - Networking event for members of African American Career Advancement Network (AACAN) ERG, celebrating Juneteenth.
 - June 23, 2023
 - In honor of Juneteenth 2023, AACAN ERG hosted an in-person networking event at Route 66 Smokehouse to celebrate Juneteenth.
- Event: Village Historical Walking Tour
 - Tour event
 - June 23, 2023
 - In honor of Pride Month 2023, LGBT@DOT ERG, in collaboration with Pride Express, an ERG at New York City Transit Authority, hosted a walking tour of historical sites in the West Village that are iconic and representative of the LGBTQIA+ community in NYC, such as Stonewall Inn and Christopher Street.
- Event: NYC Pride March
 - March event
 - June 25, 2023
 - In honor of Pride Month 2023, LGBT@DOT ERG led a group of employees to represent NYC Department of Transportation at the 2023 New York City Pride March in Manhattan.
- Event: Transgender, Gender Non-Conforming/Non-Binary Cultural Sensitivity & Competency Training
 - Guest speaker and virtual keynote presentation
 - June 28, 2023
 - In honor of Pride Month 2023, LGBT@DOT ERG hosted a virtual agencywide training event with noted transgender activist and founder of Transgender Equity Consulting, Cecilia Gentili, on increasing sensitivity and competency towards Transgender, Gender Non-Conforming/Non-Binary (TGNCNB) Individuals.

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C. Community: Facilitate outstanding culturally competent public service while strengthening collaborative and community relationships through effective leadership and accountability.

Please list the **Community Goal(s)** included in Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2023, which you set/declared in your FY 2023 Diversity, Equity, Inclusion and EEO Plan (e.g., community outreach and engagement, M/WBE participation and customer satisfaction surveys).

1. **Environmental Justice Interagency Working Group: In 2017, NYC passed local laws 60 and 64, which required NYC to investigate historic and persistent environmental injustices and develop a plan to tackle these disparities. The legislation also aimed to advance equity and embed environmental justice into the fabric of the City's decision making. The Environmental Justice program is centered on three main products, which include the delivery of an Environment Justice ("E")J Study, Portal, and Plan. The EJ study will provide a comprehensive view of the present state of environmental justice in the City and inform the development and implementation of the remainder of the EJ program. The data and analysis from the EJ study will be used to create a public portal and mapping tool where New Yorkers can see what environmental justice looks like in their community. All of this work will lead to the creation of the City's Environmental Justice Plan, which will identify possible citywide initiatives for promoting EJ and outline a set of discrete recommendations for better imbedding equity and environmental justice into the City's decision-making processes. These products will be developed and implemented by three distinct teams, including the Mayor's Office of Climate & Environmental Justice, an Interagency Working Group comprised of staff from 18 City Agencies, and the Environmental Justice Advisory Board made up of EJ advocates and subject matter experts. DOT is one of the 18 agencies that comprise the Interagency Working Group.**

- ❖ **Please describe the steps that your agency has taken to meet this goal. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity and inclusion, while reflecting the variety of communities that are served. What steps were taken to evaluate effectiveness of these actions?**

DOT staff provided input on the agency inventory, to further refine the list of programs and projects that would be included in the EJ study. DOT staff met with the Mayor's Office of Climate and Environmental Justice study to provide further clarification on DOT's efforts to advance equity and environmental justice. DOT staff also provided input on the development of a public facing portal, that will visualize City investments in EJ communities. Staff also coordinated internally to gather disaggregated data for programs to be evaluated as part of the geographic analysis for investments in EJ communities. DOT staff participated in monthly working group meetings and provided input on the development of the draft report.

In the second quarter, DOT staff provided inputs to the Mayor's Office of Climate and Environmental Justice (MOCEJ) and their consultant.

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Those inputs included publicly available data and shapefiles relating to DOT programs, including but not limited to the Vision Zero and Clean Trucks programs. After the first draft of the EJ study was released in December 2022, DOT staff provided extensive comments and feedback. DOT staff also coordinated a January 2023 meeting with the consultant to discuss agency concerns and reservations. MOCEJ expects to circulate the next draft of the study in February 2023.

In the third quarter, DOT staff met with the MOCEJ team and their consultants on the EJ study. In early March, MOCEJ informed DOT staff that the next draft would be delayed while the analysis was rerun using a narrower, state-formulated definition of EJ communities. MOCEJ expects to circulate the next draft for agency comment in late spring or early summer 2023.

In the fourth quarter, DOT staff attended May 30, 2023 and June 28, 2023 meetings of the EJNYC Interagency Working Group (IWG) convened by the Mayor’s Office of Climate and Economic Justice (MOCEJ). In June, MOCEJ circulated draft maps that will be integrated into a mapping and data tool and released with the EJ study. DOT staff provided extensive comments on those maps and associated data. DOT staff also met with MOCEJ staff on June 30, 2023 to strategize better ways to visually depict data related to bus infrastructure. That same day MOCEJ also circulated the 3rd draft of the EJ study itself to the IWG, with a July 14, 2023 deadline for providing feedback. MOCEJ is planning to release the mapping tool and the study in conjunction with Climate Week (September 17, 2023 – September 24, 2023) later this year.

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Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

2. **Clean Trucks Program: DOT’s Regional & Strategic Planning (R&SP) unit is a subdivision of the Transportation Planning and Management Division. Established in early 2015, R&SP seeks to improve transportation from a broader lens, coordinating with partners at the regional level. R&SP leads the coordination around Accessibility, Congestion Management, Equity, Freight Mobility, Clean Vehicles & Fuels, Regional Planning, Transportation Demand Management, and Urban Mobility. R&SP’s goals are to (1) increase adoption of clean vehicles and fuels as part of a broader sustainability vision; (2) identify intersectionality of programs to create synergy and momentum (BEV trucks & cargo bikes for last mile delivery); (4) work with industry to work toward mutual climate goals & create opportunities for success, and; (4) enhance the economic vitality and quality of life for all New Yorkers by providing for the safe, equitable, efficient, and responsible movement of goods. To obtain these goals, R&SP’s Alternative Fuels Program and Electric Vehicle Policy Program collaborate on the development of incentives, policy, and funding mechanisms to increase adoption of clean vehicles and fuels in the public and private sector with the FY2023 focus on curbside/on-street and within DOT’s garages and municipal fields, while also managing the NYC Clean Trucks**

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Program. This program began in January of 2012 and is helping to reduce the impact of fleets operating in Hunt's Point, one of the City's heaviest concentration of delivery trucks, by encouraging truck fleets to replace older vehicles and vehicle components with clean technologies, especially those that use hybrid, battery electric and natural gas fuels.

- ❖ **Please describe the steps that your agency has taken to meet this goal. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity and inclusion, while reflecting the variety of communities that are served. What steps were taken to evaluate effectiveness of these actions?**

Since the inception of the Hunts Point Clean Trucks program in 2012 until 2020, there were 592 truck replacements, 6 exhaust retrofits, and the voluntary scrappage of 24 trucks. Between 2020 and 2022, the program was expanded citywide as the New York City Clean Trucks Program. With the expansion, an additional 44 trucks have been replaced. Combined truck replacement for the entire program totals 636.

From June 2020 through June 2022, Truck replacement projects completed under the citywide NYC Clean Trucks Program resulted in verifiable emissions reductions through the replacement of older, diesel trucks with newer, cleaner diesel trucks. Emission reductions were calculated using the EPA's Diesel Emissions Quantifier (DEQ). The DEQ is a web-based tool that evaluates clean diesel projects and estimates baseline and reduced emissions for nitrous oxide (NOx), airborne particulate matter 2.5 microns and less (PM2.5), hydrocarbon (HC), carbon monoxide (CO), and carbon dioxide (CO2). As compared to the emissions generated from the older, diesel-fueled vehicles that were replaced, there was a 92% reduction in NOx. PM2.5 was reduced by 98%. HC saw a reduction of 96%. And there were reductions in CO and CO2 of 41% and 46%, respectively.

The NYC Clean Trucks Program focuses its truck replacement projects in certain New York City Industrial Business Zones (IBZs) located near Environmental Justice Areas (EJAs). These are communities that have historically been subject to a disproportionate share of environmental harms such as vehicle emissions and pollution. This program is a unique environmental initiative to promote sustainable transportation and a cleaner environment for these affected communities in NYC. The new truck must average a minimum of 5,000 miles/year for each year of a 5-year commitment to the program. The replacement truck must also operate within 0.5 miles of the program-approved IBZs at least 2 times per week and 70% of the total vehicle miles traveled must occur within the Tri-State Area. To enforce compliance, replacement trucks are required to have automatic vehicle locators installed. This also ensures that EJ communities receive the environmental benefits of this program.

For this past quarter, July 1 to September 30, 2022, we have been negotiating a new contract to extend the program for 10 more years and continue the citywide expansion.

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In the second quarter, there was no program progress. The first two quarters of this FY were spent working with ACCO, Grants and Budget to get approval of a contract extension, including an extensive delay at OMB. Once the contract is registered, we will be able to update websites and marketing collateral, as well as issue rebates to program applicants.

Tracking Progress: Progress is tracked using the USEPA Diesel Emission Quantifier. Our consultant inputs truck rebate information into the model to determine the overall emissions reduction benefits of the program. This exercise is done annually, as it can take 3-6 months for a vehicle to be delivered. Data analysis for calendar 2022 is still pending due to lack of contract.

Significant Activities: Despite no contract, the consultant has been informally accepting applications and has created a waitlist for review in order to maintain program momentum. There are currently sixteen trucks in the queue waiting to be approved to proceed once funding is secured.

In the third quarter, there was no program progress. The new long-term contract for program continuation is in the procurement process. Once the contract is registered, we will be able to update websites and marketing collateral, as well as issue rebates to program applicants.

Tracking Progress: Progress is tracked using the USEPA Diesel Emission Quantifier. Our consultant inputs truck rebate information into the model to determine the overall emissions reduction benefits of the program. Our data analysis continues to indicate significant emissions reductions occurring with the use of cleaner vehicle technologies.

Significant Activities: A temporary contract extension was registered for FY 23.

In the fourth quarter, there was no program progress. The new long-term contract for program continuation has been registered and began June 29, 2023. We are in the process of updating the website and marketing collateral to conduct outreach and take applications for truck rebates.

Tracking Progress: Progress is tracked using the USEPA Diesel Emission Quantifier. Our consultant inputs truck rebate information into the model to determine the overall emissions reduction benefits of the program. Our data analysis continues to indicate significant emissions reductions occurring with the use of cleaner vehicle technologies.

Significant Activities: Several truck applications (including one battery electric truck) were reviewed and approved under the temporary contract in Quarter 4. The trucks will be delivered in Quarter 1 of FY24.

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3. Street Ambassador Program: In 2015, DOT launched the Street Ambassador Program to engage New Yorkers on their own terms. The unit is comprised of 10 multi-lingual public engagement specialists who develop outreach plans and provide support for DOT projects. Street Ambassadors target high-volume community locations to expand the public’s feedback and knowledge of DOT’s Street Improvement Projects. Ambassadors go where New Yorkers go: bustling streets, schools, churches, libraries, senior centers, movie theaters, supermarkets, and shopping centers. This approach allows DOT to establish a presence that builds trust and transparency throughout the planning and implementation process.

❖ Please describe the steps that your agency has taken to meet this goal. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity and inclusion, while reflecting the variety of communities that are served. What steps were taken to evaluate effectiveness of these actions?

Highlights for the push into 2023 will include a merchant survey along Flatbush Ave., for Transit Development, and the continued prioritization of the Environmental Justice Area metric in identifying low-income and minority communities for extended outreach efforts known as Deep Dives. The team is currently conducting the second phase of a Deep Dive effort in Coney Island Brooklyn and has begun conversations around launching a Deep Dive in Queens in 2023.

In the second quarter, projects involved ongoing work with multiple planning units across the division of Transportation Planning & Management. These groups included Transit Development, Bike Share, Research Implementation & Safety (RIS) and the Bicycle Unit. Highlights included an outreach effort along Fordham Ave., in the Bronx, collecting feedback on pain points experienced by bus riders along the corridor. The Ambassadors also conducted intercept surveys to gather input from the public on where they would like to see, and not see, potential docking locations for Citi Bike expansion in Queens, Brooklyn and the Bronx.

In October, the team provided support for multiple Biketober events spread across sites in Staten Island, Queens, and the Bronx. The effort supported the expansion of the bicycle network in bicycle priority areas. The Ambassadors also completed a merchant survey along Flatbush Ave., gathering information on the delivery and loading needs of merchants along the corridor. The team conducted a similar delivery and loading needs assessment with merchants along 3rd Ave for RIS as well. This coincided with several workshops being conducted for the BQE Corridor Vision. Ambassadors distributed information on workshop details to merchants in advance of the meetings. The team also created a

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unique survey to gather public feedback on the BQE Central as well as a subsequent survey gathering input on the BQE North and South section.

Metrics related to the participation rate and number of deployments completed are tracked for final project deliverables and the Mayor's Management Report (MMR). The BQE Central survey is up through January 15th, 2023, and BQE North and South will be launched in mid-January.

In the third quarter, projects for this quarter involved ongoing work with multiple planning units across the division of Transportation Planning & Management (TPM), as well as the Parking Administration unit and the Commissioner's Office. Work for TPM was in direct support for projects overseen by Transit Development and Research Implementation & Safety (RIS). Highlights included a series of merchant surveys conducted for RIS; this involved surveys along White Plains Rd. and Boston Road in the Bronx, as well as additional merchant surveys along Queens Blvd. in Queens, and Broadway in Brooklyn. The Ambassador's standard merchant surveys collect feedback from storefronts along commercial corridors, identifying loading and delivery needs and curbside related issues, obstacles and pain points. The team also conducted a merchant survey for the Parking Administration Unit on Atlantic Ave from Hicks St. to 4th Ave. in Brooklyn.

In addition, the Ambassadors conducted intercept surveys with shoppers along Arthur Ave. in the Bronx. The project gathered feedback on how most shoppers travel to the area and if they hold opinions on the nearby busway currently operating on Fordham Ave. This was in support of Transit Development's work on the busway in the area, and was a high priority ask to address concerns from the Belmont BID Association regarding the busway's impact on commerce and customers along the Arthur Ave corridor.

Finally, the team worked on a high priority ask from the Commissioner's Office to look at visioning for the BQE Corridor. The Ambassadors created two surveys to gather input on the Central and North/South corridors respectively. In addition to the surveys, the team created two dashboards (Central and N/S) capable of filtering through zip codes, neighborhoods, sentiments, mode types, etc. of responses. The BQE Central survey was up through January 15, 2023 collecting approximately 1900 responses, while the BQE North/South survey launched in mid-January closing February 27, 2023 with approximately 2600 responses.

Metrics related to the participation rate and number of deployments completed are tracked for final project deliverables and a representation of the team's production for the MMR.

In the fourth quarter, projects involved ongoing work with multiple planning units across the division of Transportation Planning & Management (TP&M), as well as the Policy Unit supporting the Commissioner's Office. Work for TP&M was in direct support of projects

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overseen by Transit Development (TD), Research Implementation & Safety (RIS), Freight Mobility, Public Space, the Pedestrian Unit, and the Bicycle Unit.

Highlights included a series of surveys conducted for RIS, which involved a merchant and intercept survey along Broadway, as well as an intercept survey along 3rd Ave in Brooklyn. A merchant survey was conducted for TD along Tremont Ave. in the Bronx, and intercept surveys were conducted for the Bicycle Unit in the Bronx, for the Pedestrian Unit in Prospect Park in Brooklyn, for the Public Space Unit along Broadway in Manhattan, and for Freight Mobility along Rochester Ave in Brooklyn. The team also supported an ask from the Policy Unit to conduct outreach around micromobility charging options with delivery workers in Downtown Brooklyn and Chinatown in Manhattan. As part of a high priority ask, the team conducted a shopper survey along Arthur Ave. to specifically address concerns from the Belmont BID Association regarding the proposed busway on Fordham Rd.

Metrics related to the participation rate and number of deployments completed are tracked for final project deliverables and a representation of the team's production for the MMR.

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- 4. Summer Streets Program: Launched in 2008, Summer Streets is an annual celebration of New York City's most valuable public space — our streets. On three consecutive Saturdays in August, from 7 AM to 1 PM, Summer Streets reclaims and transforms streets into public spaces for people to play, run, walk, and bike. Summer Streets encourages the use of sustainable forms of transportation, reducing traffic congestion, air pollution, and greenhouse gas emissions during the event. Without the congestion of cars, participants experience the built environment from new perspectives. Free event programming allows participants to participate in fitness and recreational activities and experience the rich and varied arts and cultural resources of New York City.**
- ❖ Please describe the steps that your agency has taken to meet this goal. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity and inclusion, while reflecting the variety of communities that are served. What steps were taken to evaluate effectiveness of these actions?**

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Following the successful completion of Summer Streets 2022, DOT conducted an evaluation of the program both internally and with our contract team. Information from this annual review will guide the development of the 2023 programming season. DOT has commenced internal meetings to determine the feasibility of further program expansion and integration with the citywide Open Streets program.

Overview: Summer Streets 2022 was hosted on three Saturdays: August 6th, 13th and 20th between 7 AM to 1 PM. With the expansion of the route, we had six rest stops with exciting programming, and an uptown expansion adding nearly two miles to the route from Battery Park to East Harlem at 109th Street. The goals and objectives of the 2022 program include: providing car-free space for New Yorkers to enjoy; creating a full day of fun and memorable experiences along the route and at each of the six key Rest Stops; partnering with community organizations to bring meaningful and engaging programming to participants; and sharing delightful giveaways, including refreshing snacks and beverages, completely free of charge.

Key Metrics: Returned to 3 weekends; Lengthened route by nearly 2 miles; Added 2 new rest stops: Upper East & Uptown; Raised key funds through engaged sponsors, not just in-kind partnerships; Increased number of community partners and performers; Served approximately 130k attendees.

Key Learnings: Find strategic partners to help draw attendance to rest stops; Strong interest in expanding the route, review and options needed; Consider adding “Meeting Up Zones” for run clubs once they finish; Right-size paid staffing versus volunteers for route management; Maintain operational partners for labor, trucking, signage and staging; Continue to expand variety of cultural partners; Start sponsorship assignments in Q4, with goal of securing larger contributions across multiple programs

In the second quarter, DOT has continued ongoing evaluations of the Summer Streets program both internally and with our contracted event production partner to determine feasibility of further expansion in 2023 and integration with the citywide Open Streets program. DOT has commenced planning for the 2023 season. Summer Streets has historically occurred between 7 AM to 1 PM on the first three Saturdays in August.

Key 2023 Goals: Identify opportunities to expand the event program to promote walking, running, and biking with room for recreational activities and cultural programming; Continue to engage diverse range of programming partners including cultural institutions, community-based organizations, non-profits, and other recreational, family-friendly organizations

In the third quarter, DOT has commenced preparations to expand Summer Streets in 2023 and further integrate it within the citywide Open Streets program. Summer Streets has historically occurred between 7 AM to 1 PM on the first three Saturdays in August.

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In addition, DOT announced the annual Car Free Earth Day event as part of overall Open Streets efforts, which will be taking place this year on April 22, 2023 between 10 AM – 3 PM, at over 30 locations in the five boroughs including signature activities at: St. Nicholas Avenue between W 181st Street and W 190th Street (Manhattan), Dyckman Street between Broadway and La Marina (Manhattan), Broadway between 41st Street and 17th Street (Manhattan), Willis Avenue between E 147th Street and E 148th Street (Bronx), Troutman Street between St. Nicholas Avenue and Irving Avenue (Brooklyn), Woodside Avenue between 76th Street to 79th Street (Queens), and Minthorne Street between Bay Street and Victory Boulevard (Staten Island). Like Summer Streets, Car Free Earth Day offers free family-friendly, engaging, and educational programming while providing car-free spaces for New Yorkers to enjoy. Car Free Earth Day partners include a variety of organizations promoting activism and education surrounding climate change, sustainability, and other related topics.

In the fourth quarter, DOT has expanded Summer Streets this year to include the five-boroughs. DOT joined Mayor Adams in announcing this year’s Summer Streets routes, which reached a historic milestone. This year, DOT’s Summer Streets will open nearly 20 miles of car-free streets to pedestrians, cyclists, and joggers throughout the five boroughs. Summer Streets 2023 will touch communities like Astoria, in Queens, the West Bronx, Crown Heights, in Brooklyn, Richmond Terrace, in Staten Island, and an expanded Manhattan route that will reach the Harlem community. Summer Streets hours will remain the same, from 7:00 am to 5:00 pm. DOT is currently keeping track of and engaging in conversations with numerous community stakeholders and organizations that could potentially partner with the DOT for Summer Streets. Attendees will be able to enjoy free fitness classes, cultural performances, and family-friendly activities along the route and at rest stops.

In addition, Car-Free Earth Day was a success, as over a hundred organizations and partners joined the DOT’s Earth Day celebration across the five-boroughs. DOT’s Car-Free Earth Day occurred on April 22, 2023 from 10:00 am to 3:00pm at over 30 locations in the five boroughs, including signature activities at: St. Nicholas Avenue between W 181st Street and W 190th Street (Manhattan), Dyckman Street between Broadway and La Marina (Manhattan), Broadway between 41st Street and 17th Street (Manhattan), Willis Avenue between E 147th Street and E 148th Street (Bronx), Troutman Street between St. Nicholas Avenue and Irving Avenue (Brooklyn), Woodside Avenue between 76th Street to 79th Street (Queens), and Minthorne Street between Bay Street and Victory Boulevard (Staten Island). Car-Free Earth Day offered free family-friendly, engaging, and educational programming while providing car-free spaces for New Yorkers to enjoy.

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5. **Mobility Management Program: The Mobility Management Program (MMP) was established in 2012 to improve transportation access for people with disabilities, older adults, low income, and limited English proficient populations. MMP provides DOT staff with education, guidance, data, and coordinating outreach to these target populations. MMP conducted monthly outreach with organizations serving the Mobility Management target populations, including persons with disabilities (PwD), older adults, low-income populations (LIP), and limited English populations (LEP) groups. Through monthly meetings, presentations and tabling outreach with community organizations, MMP seeks to strengthen relationships and communication with hard-to-reach populations and increase awareness of DOT's accessibility initiatives and programs.**

❖ **Please describe the steps that your agency has taken to meet this goal. Include steps taken to establish your agency as a leader in creating equitable and inclusive workplace environment and enhancing cultural competency. What steps were taken to evaluate effectiveness of these actions?**

In the first quarter, the Mobility Management Program (MMP) focused on capacity building efforts around accessibility and community outreach.

Capacity Building Efforts: The MPP held 13 trainings on creating accessible documents. These trainings discussed how to make documents accessible within the Office suite of programs and Adobe PDFs. Additionally, MMP created a resource to help teams conduct outreach to limited English proficient populations, which was promoted through the quarterly MM newsletter and posted on the DOT SharePoint.

Community Outreach: The MMP is in the process of updating our facilities list, which is a list of all the organizations that serve the underserved populations. As we update this list, which includes location, population served, and contact information, we are meeting with some of the groups to connect and learn more about what they do. These meetings also include promoting the MM Resource Guide and clarifying questions about DOT's work and purview.

In the second quarter, the Mobility Management Program (MMP) focused on capacity building efforts around accessibility and community outreach.

Capacity Building Efforts: The MPP held 4 Lunch & Learns to highlight contributions of people with disabilities in the workplace during National Disability Employment Awareness Month in October 2022. The events included the two-part accessible document training, a presentation about strategies for inclusive engagement, and a screening and discussion of the short documentary about DeafSpace. Over 180 DOT employees attended the events.

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Community Outreach: The MMP concluded the update of our facilities list, which is a list of all the organizations that serve the underserved populations. As we updated this list, which includes location, population served, and contact information, we met with some of the groups to connect and learn more about what they do. These meetings also included promoting the MM Resource Guide and clarifying questions about DOT's work and purview.

In the third quarter, the Mobility Management Program (MMP) focused on capacity building efforts. The MPP held 4 workshops this quarter to develop knowledge and capacity around accessibility. The first workshop was about navigating the built environment with different types of vision disabilities. The MMP partnered with NYU InSight to run a virtual simulation of the built environment as experienced through different eye conditions. The workshop engaged senior leadership within TP&M in the simulation, a reflection on the learnings, and discussion on how we can make the spaces we build more inclusive of people with vision disabilities. The other 3 workshops were trainings on creating accessible documents and a deep dive into the resources available through Mobility Management. The accessible document trainings were open to folks agencywide. Thirty-six people attended the workshops.

In the fourth quarter, the Mobility Management Program (MMP) focused on capacity building efforts. This quarter, MPP held 2 workshops about Accessible Documents. These trainings are part of what we're calling the Mobility Management Curriculum - a series of recurring trainings around the themes of accessibility and inclusion. A total of 40 people from teams across the agency attended the accessible document trainings. The MMP team also led an inclusive event training with all Public Space Partners. This training delved into how to make sure event set up and marketing are accessible to people with disabilities. Lastly, the MMP worked with the Pedestrian Unit and Policy on a site visit and feedback session of the Prospect Park East Dr. re-design, targeted specifically at people with disabilities who use the park. The group convened with athletes from Achilles International to discuss the new treatments and get feedback on how they navigate the park. There was consensus among the athletes that the new treatments help them understand where they're supposed to be riding and organize the different modes on the road, creating a safer feeling.

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6. **Minority and Women-Owned Business Enterprises (MWBEs) GROW Program: DOT is committed to promoting equitable contracting and procurement opportunities as an agency. Our goal has been to create a level playing field that attracts businesses of all sizes and provides opportunities for Minority and Women-Owned Business Enterprises. To reach our agency goal of 30% MWBE utilization and provide**

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greater access to contracting opportunities for MWBEs to develop and grow, we have created an agency-wide MWBE mentoring program for FY 23. Our new mentorship program will see MWBEs GROW: Gain Resources, Opportunities & Wins within the goods, service, and construction industry while expanding capacity, technical knowledge, and establishing a relationship with DOT.

- ❖ **Please describe the steps that your agency has taken to meet this goal. Include steps taken to establish your agency as a leader in creating equitable and inclusive workplace environment and enhancing cultural competency. What steps were taken to evaluate effectiveness of these actions?**

On July 18, 2022, DOT hosted its first D/MWBE outreach event with the Department of Small Business Services and the Mayor's Office of Contract Services. The purpose of this event was to provide a venue for the Minority and Women-Owned Business Enterprises and other small firms to become acquainted with DOT projects, discuss contracting opportunities, and create an opportunity for them to meet with DOT prime contractors. Staff from DOT's divisions were present to discuss their division's top priority projects and provide information to prospective firms, and ACCO's office staff and SBS/MOCS were present to sign up new firms for MWBE certification or provide information on signing up in PassPort. Upon conclusion of this outreach event, prime contractors and small businesses who had attended left with information to prepare themselves for DOT's upcoming capital projects, to build partnerships with each other, and aid in the DOT's continued increase of MWBE utilization.

In cooperation with the NYC Department of Small Business Services, DOT is finalizing the MWBE mentorship program curriculum.

In the second quarter, the Mayor's Office of Efficiency, the Mayor's Office of Minority and Women-owned Business Enterprises, NYC Department of Design and Construction, NYC School Construction Authority, and DOT have developed a working group to help look at best practices in developing and implementing a successful MWBE mentorship program. So far, we have discussed the necessary staffing, budgeting, and procurements for consultants to support the MWBE mentorship program. Lastly, as a working group, we have started the discussion and developing legislation to allow all agencies to have an MWBE mentorship program.

In the third quarter, NYC DOT MWBE Grow program is on hold as City Hall and the Mayor's Office of Minority and Women-owned Business Enterprises are working on legislation for a Citywide mentor program where NYCDOT will participate in providing contracts. Currently, NYCDOT participates in the working group with the new Chief Business Diversity Officer in developing the Citywide mentoring program and new initiatives in helping to increase the citywide MWBE utilization.

In the fourth quarter, the City was successful in getting the legislation passed for the implementation of the City of New York's first Centralized Construction Mentor Program. The goal for the first year of the mentoring program is to award \$25 million in contracts to MWBEs.

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Subsequently, there will be a 25% increase per annum until we reach \$150 million in awards annually. The Citywide Chief Business Diversity of the Mayor's Office of Minority and Women-owned Business Enterprises Officer is in the process of finalizing a working committee that DOT's Deputy Agency Chief Contracting Officer, Carlos Bannister, will be part of to represent NYCDOT.

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❖ **Please specify any other Community-directed activities during the quarter (e.g., meetings, educational and cultural programs, promotion of agency services, community fairs, etc.) and describe the activities, including the dates when the activities occurred.**

Language Access:

CSLACU continues to play an important role in providing Limited English Proficient (LEP) communities with vital translations of the current COVID-related DOT service alerts.

CSLACU has initiated program improvements and process adjustments to its inclusive projects:

- Schedule meetings with the DOT Strategic Communications Office and IT to develop more complete language access linkage for LEP customers who are searching for service updates, or an LPR, as required by Local Law 30 (LL 30) mandate. This effort provides the following ongoing activities:
 - A unified presence for LL30 and Title VI objectives
 - Routine support and updates of Vote NYC and CFB initiatives
 - The ability to introduce current and future Mayoral Initiatives, new programs, program updates, and service updates translated into the top ten languages
 - Delivery of translated social media alerts to the public
 - Direct document access for the public, including translated information
 - The ability for the public to share their ideas with and provide feedback to DOT
 - Upgrading Language Access Database (LAD) for improved processing:
 - Direct access to translation services for agency operational managers
 - Direct access to multilingual and ASL interpretation services for agency operational managers
- Local Law 30 and LPR Compliance Provided by Language Access:
 - Training session will be re-scheduled as the public service centers (PSCs) reopen.

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- Voter Registration reminders are routinely updated and remain on DOT's web site.
- Provided Interpretation support for the DOT Street Ambassador community outreach efforts. During F23-Q1, there were 22 Street Ambassador deployments in two boroughs (Brooklyn and Queens), versus 24 deployments in 4 boroughs during FY22-Q4.
- Provided Interpretation support for Safety Education community outreach efforts. There were 6 helmet fittings in 4 boroughs.
- Plain Language Initiatives: DOT Operational Units are encouraged to use Plain Language to develop materials intended for public distribution and CSLACU edits materials sent for translation, when feasible. DOT's Language Access SharePoint lists Plain Language hyperlinks. In addition, the Hemingway Application (App) is also a valuable Plain Language tool.
- Desktop Publishing/Digital Graphics/Digital Signage:
 - LEP customers require vital access to DOT's Covid service updates, Mayoral initiatives, and LPRs. CSLACU's improved graphics on DOT's internal landing page increase visibility for translation, telephonic, virtual, and in-person, multilingual, ASL and CART interpretation services. Increased visibility of DOT's programming affords the LEP customer equal participation by providing multilingual translation and interpretation, and ASL interpretation to DOT divisions responding to LEP and EDI issues. CSLACU's desktop publishing and digital graphic initiatives adhere to ADA-AA Compliance Guidelines on DOT's internal and external landing pages.
 - Language Access Newsletter- Fall 2022 Edition- This new addition to the Language Access toolbox reminds DOT staff of our mission to support DOT in expanding its outreach to all communities. Fall 2022 and all issues profile one DOT Language Bank Volunteer (LBV). Quarterly issues now highlight DOT events that feature translated materials and interpretation and transportation initiatives in the LBV's native land
- During FY23-Q1, Covid restrictions were partially lifted. The Public Service Centers (PSCs) are partially re-opened and CSLACU has resumed routine visits to DOT PSCs to replenish documents and will continue to provide:
 - New LPR Posters
 - New PSAs were installed on the digital display at the 55 Water Street PSC in September 2022 and are continually updated, as needed.
 - Access to updated online DOT. Glossaries of Common Transportation Terminology in Spanish, Russian, Simplified and Traditional Chinese
 - Updated training of service center personnel to respond to Limited English Proficiency (LEP) customers.
- Agency Requests for Translated Content:
 - During FY23-Q1, the number of translations requested dropped to 24 requests for 88 document translations, but the lower number of requests still resulted in a higher number of translated pages at 111 pages, compared to FY22-Q4 with 33 document requests for 110 document translations, resulting in 95 pages.

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- During F23-Q1, twenty-four (24) documents were translated into twelve (12) languages: Arabic, Bengali, Traditional/Simplified Chinese, French; Haitian Creole, Korean, Polish, Russian, Spanish, Urdu, Yiddish, and Punjabi.
- Six (6) DOT Divisions requested translations in FY23-Q1: Transportation Planning and Management, Franchises / Concessions & Consents, External Affairs, Safety Education & Outreach, Sidewalk and Inspection Management, and Creative Services.
- Language Access Database (LAD) Document Translations:
 - During FY23-Q1 Language Access received 24. requests from various DOT Divisions to translate content. Each Division's document request was made for one or more translations.
 - None of the 88 documents were translated by Language Access Staff.
 - All 88 documents were sent to LanguageLine Solutions, DOT's language service provider for translation.

FY23-Q1 LAD Translations	
Language	# Requested
Spanish	16
Chinese (Traditional/Simplified)	15
Korean	8
Haitian Creole	6
Arabic	6
Bengali	6
Urdu	6
Russian	6
French	6
Yiddish	6
Polish	6
Punjabi	1
Total	88

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- Secondary Reviews Recorded in Language Access Database (LAD):
 - CSLACU's standard operating procedure has always included conducting secondary reviews of all translations completed and reviewed by LanguageLine Translation Solutions (LLTS) and additional reviews by GV Solutions, when possible. Secondary (tertiary) reviews of the Covid-19 updates have been curtailed because of the need for swift turnaround time and cost containment. CSLACU will continue to conduct future secondary reviews of documents with fewer time restrictions.
 - In the first quarter of FY23, CSLACU submitted no (0) documents for external tertiary review. None (0) of the requests received for the 88 translated documents underwent external tertiary linguistic review by multilingual DOT employees in this quarter. All eighty-eight (88) translated documents underwent secondary linguistic review conducted by multiple experts at LLTS during this quarter.

FV23-Q1 LAD Expert Linguistic Reviews		
GV Solutions	0	None
Language Access Staff	0	None
Language Bank Volunteers	0	None
Total	0	None

- Agency Requests for Interpretations:
 - Over the Phone/Telephonic Interpretation - During Q1, the number of calls on behalf of customers with Limited English Proficiency increased to 318 call and 2,293 minutes, up from FY22-Q4's 196 calls and 1,513 minutes. These calls were accessed by Traffic Operations- Parking Permits. In Q1, Greek, Haitian Creole, Hebrew, Hungarian, Mandinka, Bengali, and Urdu were added to the languages requested., while Bengali, Turkish, and Ukrainian were dropped. LanguageLine has been conducting our telephonic interpretation since June 3, 2022 and is contracted to continue to do so through 2025.

FY23 -1st Quarter Over-the-Phone/Telephonic Interpretation				
Languages	Calls	Minutes	% Calls	Units
Spanish	198	1,427	62.3%	Traffic Operations- PPPD
Russian	70	534	23.3%	Traffic Operations- PPPD

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Mandarin	22	163	7.1%	Traffic Operations- PPPD
Cantonese	10	61	2.7%	Traffic Operations- PPPD
Polish	2	8	.3%	Traffic Operations- PPPD
Haitian Creole	1	5	.2%	Traffic Operations- PPPD
Hebrew	1	6	.2%	Traffic Operations- PPPD
Hungarian	1	9	.4%	Traffic Operations- PPPD
Italian	1	6	.3%	Traffic Operations- PPPD
Arabic	9	53	2.3%	Traffic Operations- PPPD
Greek	1	5	.2%	Traffic Operations- PPPD
Mandinka	1	7	.35%	Traffic Operations- PPPD
Urdu	1	7	.35%	Traffic Operations- PPPD
Report Total	318	2291	100%	

- In-Person and Virtual Interpretation - American Sign Language
 - During FY23-Q1, Language Access processed seven (7) ASL interpretation requests on behalf of the Franchises/Concessions & Consents Unit and Executive Division, both in-person meetings, as well as web conferences. The 7 requests for ASL interpretation resulted in a total of seven (7) interpretation events taking place online and in-person. The two Communication Access Realtime Translation (CART) interpretation requests resulted in a total of two (2) CART events taking place online.

FY23 – Q1 ASL & CART Requests			
#	Languages	Assignments	Interpreters
1	ASL Services	7	11
2	CART Services	0	0
Total		7	11

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- Multilingual Interpretation for LEP Customers:
 - During FY23-Q1, CSLACU received 35 multilingual interpretation requests for Street Ambassador outreach events from Transportation Planning and Management, Helmet Fitting events from Safety Education, Summer Streets informational tent requests from Strategic Communications, a BQE Corridor-wide Kick-off Meeting for the Manhattan Borough Commissioner's Office and an Off-Hour-Delivery informational webinar from Freight Mobility. In this reporting period there were 35 requests for in-person and virtual interpretation, down from forty-five (45) requests in Q4.
 - During FY23-Q1 there were 24 Street Ambassador deployments in 2 boroughs. In Brooklyn for the Bikes Unit, there were Coney Island pedestrian and cyclist surveys conducted in Russian and Spanish, McGuinness Boulevard merchant surveys conducted in Polish and Spanish, and Parkside Plaza public surveys conducted in Haitian Creole and Spanish. In Queens for the Public Spaces Unit, there were 34th Ave infrastructure implementation surveys conducted in Spanish.
 - For Safety Education, there were 6 helmet fittings in 4 boroughs. There was Spanish and Mandarin interpretation provided in Queens; Spanish interpretation provided in the Bronx; Spanish, Mandarin, and Cantonese interpretation provided in Manhattan; and Yiddish interpretation provided in Brooklyn.

FY23 – Q1 Multilingual Requests		
#	Requests/Events by DOT Divisions/Unit	
1	Transportation Planning & Management	24
2	Safety Education	6
3	Strategic Communications	3
4	Manhattan Borough Commissioner's Office	1
5	Freight Mobility	1
Total		35

FY23 – Q1 Multilingual Requests by Language
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#	Languages	Assignments	Interpreters
1	Spanish	35	47
2	Russian	11	19
3	Chinese (Mandarin & Cantonese)	11	19
4	Haitian Creole	3	3
5	Polish	3	3
6	Yiddish	2	6
7	Arabic	1	1
Total		66	98

- Language Bank Volunteers (LBV) Citywide Database
 - During FY23-Q1, one (1) LBV requests were processed by DOT's LBV Project utilizing the services of NYCDOT language bank volunteers, down from five (5) requests in FY22-Q3. During this reporting period:
 - DOT LBVs accepted zero (0) Citywide Translation Requests
 - CSLACU processed zero(0) requests for document translation services
 - CSLACU processed one (1) request for interpretations
 - CSLACU processed zero (0) requests for ARTS related correspondence
 - A total of zero (0) requests were processed in the LBV Citywide Database

FY23 - Q1 Requests for LBVs			
Language	July	August	September
Chinese (Cantonese)	0	1	0
Spanish	0	0	1
Total (2)	0	1	1

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- DOT Literature and Voter Registration Distribution:
 - DOT's literature requests originating from NYC311 are processed in 311 Dynamics. DOT has received requests for VR in English, Spanish, Chinese and Russian during FY23-Q1. There is a DOT system in place to accommodate LEP customer requests. As stated in the biennial VR report submitted to MOO, it is important to differentiate between the numbers of VR distribution packets distributed and the actual number of voter registrations taking place. Prior to the pandemic, as now, DOT has no way of knowing whether the customers corresponding with DOT, or requesting DOT literature, are already registered to vote. DOT also has no way of knowing if a customer completes the VR forms and returns them to the Board of Elections (BOE). The PSC managers have, prior to Covid and once the PSCs reopen, will continue to encourage VR. Unless the customer fills out the VR forms at the PSC, we would not see the VR forms and have a way to return the VR forms to the BOE.
 - Voter Registration (VR) packet distribution numbers are identical to literature request numbers as they are mailed with each literature request. The numbers in the chart found on this page are aggregated for all literature requests.
 - CSLACU includes VR packets with every document request received from customers.
 - The DOT website has a "Register to Vote" icon/tile on its landing page. The hyperlink sends DOT customers directly to "NYC VOTES".

FY23 - Q1 Literature Requests and Voter Registration			
Language	Total SR*	Total # Literature Requested	Total # VR Sent*
English	1,606	2,097	1,606
Spanish	26	35	26
Chinese	4	9	4
Polish	1	1	1
Bangla	1	1	1
Russian	9	11	9
Total	1,647	2,154	1,647

*During FY23-Q1, the total# of SR's (Service Requests), showing the total number of people requesting literature was 1,647, a slight increase from FY22-Q4, 1,559 requests. In response to customer service requests via 311, a total of 2,154 pieces of DOT literature were requested in multiple languages, a slight increase from Q4's 2,127:

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*1,647 - English

*41 - Other languages, combined:-26 Spanish, 4- Chinese, 1- Polish, 1- Bangla, and 9 - Russian.

- Desktop Publishing/Digital Graphics (SharePoint): CSLACU's desktop publishing and digital graphic SharePoint initiatives increase DOT's employee awareness of the need for inclusivity of the diverse populations DOT serves and the availability of Language Access services for document translation, telephonic, virtual, and in-person, multilingual, ASL and CART interpretation. DOT's internal SharePoint showcases LAD, the Language Access Database, a portal to translation and interpretation services. Telephonic (over-the-phone) interpretation is available by directly contacting LanguageAccess@dot.nyc.gov. CSLACU's diversity desktop publishing and digital graphic initiatives now adhere to ADA-AA Compliance Guidelines. During FY23-Q1, CSLACU has worked on:
 - Signage and Publications:
 - Public Service Center Welcome Signs, and Flyers/Lamination:
 - Licenses, Permits, and Registrations (LPR) Quick Reference- Needs revision for new vendor - in progress.
 - Language Bank Volunteer (LBV) Contact List and Language Access (LA) Contact List- under revision because of employee retirements.
 - Great Service - Great City additional poster with ADA Compliance color scheme - in progress.
 - Your Civil Rights (Title VI) metal sign and poster were revised by DOT Legal, translated into the top ten languages by Language Access, and submitted to the DOT Sign Shop - in progress: The signs will be installed at all DOT PSCs and ferry terminals.
 - Licenses, Permits & Registrations (LPRs): "Need a Translated Application? Translations & interpretations available in the top 10 languages" - framed; awaiting distribution and installation.
 - Corona Kiosk Event flyer - revised the Spanish translation in Q1.
 - Digital Publications:
 - DOT LPR website and SharePoint are under revision to ensure ADA-AA color compliance for the visually impaired and color blind. Design completed. Uploaded to DOT's SharePoint site. Additional edits to SharePoint - in progress.
 - Language Access News Fall 2022 Digital Edition - (Accessible documents, ADA-AA Compliant). Final Fall Edition Draft is ready. We expect it to be completed and distributed through CSLACU's Language Access SharePoint during October 2022.
 - Language Access and LPR Training Manual: revisions - in progress.
 - Digital Signage:
 - Created new digital signs and revised existing signs. There are 36 ADA-AA compliant digital slides of current and ongoing DOT initiatives, including digital signs for the new portal:

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- ADA Coordinator Edmund Asiedu; Summer Streets; Speed Cameras Save Lives 24/7 -(Vision Zero); NYC Open Restaurants; NYC Open Streets; NYC DOT Projects and Initiatives; and BQE Corridor Vision.
- Vision Zero "Speeding Ruins Lives. Slow Down."
- "What's Happening Here"
- Current Holidays
- These are displayed on the digital monitor at Permit Management and Construction Control PSC at 55 Water Street. Ensuring all digital sign information is ADA-AA color compliant - the 55 Water Street PSC digital display is up and running, as of September 2022. Digital signage at other DOT PSCs - the rest of the PSCs are still works in progress.

In the second quarter, CSLACU continues to play an important role in providing Limited English Proficient (LEP) communities with vital translations of the current COVID-related DOT service alerts.

CSLACU has initiated program improvements and process adjustments to its inclusive projects:

- Schedule meetings with the DOT Strategic Communications Office and IT to develop more complete language access linkage for LEP customers who are searching for service updates, or an LPR, as required by Local Law 30 (LL 30) mandate. This effort provides the following ongoing activities:
 - A unified presence for LL30 and Title VI objectives
 - Routine support and updates of Vote NYC and CFB initiatives
 - The ability to introduce current and future Mayoral Initiatives, new programs, program updates, and service updates translated into the top ten languages
 - Delivery of translated social media alerts to the public
 - Direct document access for the public, including translated information
 - The ability for the public to share their ideas with and provide feedback to DOT
 - Upgrading Language Access Database (LAD) for improved processing:
 - Direct access to translation services for agency operational managers
 - Direct access to multilingual and ASL interpretation services for agency operational managers
 - Produce a quarterly **Language Access News** showing language services at DOT; honoring DOT Language Bank Volunteers (LBVs) and their native cultural heritage; and comparing the transportation systems of the LBV's native countries.
- Local Law 30 and LPR Compliance Provided by Language Access:
 - Training session will be re-scheduled as the public service centers (PSCs) reopen.
 - Voter Registration reminders are routinely updated and remain on DOT's web site.

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- Provided Interpretation support for the DOT Street Ambassador community outreach efforts.
- Provided Interpretation support for Safety Education community outreach efforts.
- Plain Language Initiatives: DOT Operational Units are encouraged to use Plain Language to develop materials intended for public distribution and CSLACU edits materials sent for translation, when feasible. DOT's Language Access SharePoint lists Plain Language hyperlinks. In addition, the Hemingway Application (App) is also a valuable Plain Language tool.
- Desktop Publishing/Digital Graphics/Digital Signage:
 - LEP customers require vital access to DOT's Covid service updates, Mayoral initiatives, and LPRs. CSLACU's improved graphics on DOT's internal landing page increase visibility for translation, telephonic, virtual, and in-person, multilingual, ASL and CART interpretation services. Increased visibility of DOT's programming affords the LEP customer equal participation by providing multilingual translation and interpretation, and ASL interpretation to DOT divisions responding to LEP and EDI issues. CSLACU's desktop publishing and digital graphic initiatives adhere to ADA-AA Compliance Guidelines on DOT's internal and external landing pages.
 - Language Access Newsletter- This new addition to the Language Access toolbox reminds DOT staff of our mission to support DOT in expanding its outreach to all communities. Fall 2022 and all issues profile one DOT Language Bank Volunteer (LBV). Quarterly issues now highlight DOT events that feature translated materials and interpretation and transportation initiatives in the LBV's native land
- During FY23-Q2, the Public Service Centers (PSCs) have partially re-opened and CSLACU has resumed routine visits to DOT PSCs to replenish documents and will continue to provide:
 - New LPR Posters
 - Access to updated online DOT. Glossaries of Common Transportation Terminology in Spanish, Russian, Simplified and Traditional Chinese
 - Updated training of service center personnel to respond to Limited English Proficiency (LEP) customers.
- Agency Requests for Translated Content:
 - During FY23-Q2, the number of translations requested rose slightly to 26 requests for 108 document translations and the higher number of requests resulted in a higher number of translated pages at 167 pages, compared to FY23-Q1 with 24 document requests for 88 document translations, resulting in 111 pages.
 - During F23-Q2, twenty-six (26) documents were translated in fifteen (15) languages: Arabic, Bengali, Traditional/Simplified Chinese, French, Haitian Creole, Korean, Polish, Russian, Spanish, Urdu, Yiddish, Greek, Italian, Ukrainian, and Hindi.
 - (5) DOT Divisions requested translations: Transportation Planning and Management, External Affairs, Safety Education & Outreach, CSLAU, and Creative Services.
- Language Access Database (LAD) Document Translations:

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- During FY23-Q2, Language Access received 26 requests from various DOT Divisions to translate content. Each Division’s document request was made for one or more translations.
 - None of the 108 documents were translated by Language Access staff.
 - All 108 documents were sent to LanguageLine Solutions, DOT’s language service provider for translation.

FY23-Q2 LAD Translations	
Language	# Requested
Spanish	21
Chinese (Traditional/Simplified)	13
Korean	7
Haitian Creole	7
Arabic	11
Bengali	9
Urdu	8
Russian	9
French	7
Yiddish	2
Polish	10
Greek	1
Italian	1
Ukrainian	1
Hindi	1
<u>Total</u>	<u>108</u>

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- Secondary Reviews Recorded in Language Access Database (LAD):
 - CSLACU's standard operating procedure has always included conducting secondary reviews of all translations completed and reviewed by LanguageLine Translation Solutions (LLTS) and additional reviews by GV Solutions, when possible. Secondary (tertiary) reviews of updates have been curtailed because of the need for swift turnaround time and cost containment. CSLACU will continue to conduct future secondary reviews of documents with fewer time restrictions. CSLAU will continue to conduct future secondary reviews of documents with fewer time restrictions.
 - In the second quarter of FY23, CSLAU submitted no (0) documents for external tertiary review. None (0) of the requests received for the 108 translated documents underwent external tertiary linguistic review by multilingual DOT employees in this quarter. All one hundred eight (108) translated documents underwent secondary linguistic review conducted by multiple experts at LLTS during this quarter.

FV23-Q2 LAD Expert Linguistic Reviews		
GV Solutions	0	None
Language Access Staff	0	None
Language Bank Volunteers	0	None
Total	0	None

- Agency Requests for Interpretations:
 - Over the Phone/Telephonic Interpretation - During Q2, the number of calls on behalf of customers with Limited English Proficiency decreased to 73 call and 563 minutes, down from FY22-Q1's 328 calls and 2,293 minutes. These calls were accessed by Traffic Operations- Parking Permits. In Q2, Swahili was added to the languages requested, while Greek, Haitian Creole, Hebrew, Hungarian, Mandinka, and Urdu were dropped. LanguageLine has been conducting our telephonic interpretation since June 3, 2022 and is contracted to continue to do so through 2025.

- In-Person and Virtual Interpretation - American Sign Language
 - During FY23-Q2, Languages Access processed eighteen (18) ASL interpretation requests on behalf of the Franchises/Concessions & Consents Unit and Executive Division, both in-person meetings, as well as web conferences. The eighteen requests for ASL

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interpretation resulted in a total eighteen (18) interpretation events taking place online and in-person. The two Communication Access Realtime Translation (CART) interpretation requests resulted in a total of two (2) CART events taking place online.

FY23 – Q2 ASL & CART Requests			
#	Languages	Assignments	Interpreters
1	ASL Services	18	36
2	CART Services	2	2
Total		20	38

- Multilingual Interpretation for LEP Customers:
 - During FY23-Q2, CSLACU received 37 multilingual interpretation requests. In this reporting period there were 37 requests for in-person and virtual interpretation, up from thirty-five (35) requests in Q1.

FY23 – Q2 Multilingual Requests		
#	Requests/Events by DOT Divisions/Unit	
1	Transportation Planning & Management	26
2	Executive/Commissioner’s Office	6
3	EDI	3
4	CSLACU	1
5	Public Space/Urban Design and Wayfinding	1
6	Human Resources	1
Total		37

FY23 – Q2 Multilingual Requests by Language
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#	Languages	Assignments	Interpreters
1	Spanish	32	45
2	Chinese (Mandarin & Cantonese)	7	14
3	Haitian Creole	7	9
4	Polish	3	3
5	Italian	1	2
6	Yiddish	3	3
7	Arabic	6	6
8	Bengali	5	6
9	Urdu	2	3
10	Albanian	1	1
Total		67	92

○ Language Bank Volunteers (LBV) Citywide Database

- During FY23-Q2, one (1) LBV request, resulting in 10 translations, was processed utilizing the services of NYCDOT Language Bank volunteers, equal to the one (1) request in FY23-Q1. During this reporting period:
 - DOT LBVs accepted one (1) Citywide Translation Requests
 - A total of zero (0) requests were processed in the LBV Citywide Database
 - During this period, one request was received for the translation of a minor edit to one of our Essential Documents. As such, LBVs were used to perform the one-word translation in the 10 languages, required by LI30 of 2017.

FY23 - Q2 Requests for LBVs			
Language	October	November	December
Arabic	0	1	0

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Bengali	0	1	0
French	0	1	0
Haitian Creole	0	1	0
Korean	0	1	0
Polish	0	1	0
Russian	0	1	0
Spanish	0	1	0
Urdu	0	1	0
Total	0	10	0

○ DOT Literature and Voter Registration Distribution:

- DOT's literature requests originating from NYC311 are processed in 311 Dynamics. DOT has received requests for VR in English, Spanish, Chinese and Russian during FY23 Q2. There is a DOT system in place to accommodate LEP customer requests. As stated in the biennial VR report submitted to MOO, it is important to differentiate between the numbers of VR distribution packets distributed and the actual number of voter registrations taking place. Prior to the pandemic, as now, DOT has no way of knowing whether the customers corresponding with DOT, or requesting DOT literature, are already registered to vote. DOT also has no way of knowing if a customer completes the VR forms and returns them to the Board of Elections (BOE). The PSC managers have, prior to Covid and once the PSCs reopen, will continue to encourage VR. Unless the customer fills out the VR forms at the PSC, we would not see the VR forms and have a way to return the VR forms to the BOE.
- Voter Registration (VR) packet distribution numbers are identical to literature request numbers as they are mailed with each literature request. The numbers in the chart found on this page are aggregated for all literature requests.
 - CSLACU includes VR packets with every document request received from customers.
 - The DOT website has a "Register to Vote" icon/tile on its landing page. The hyperlink sends DOT customers directly to "NYC VOTES".

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FY23 – Q2 Literature Requests and Voter Registration			
Language	Total SR*	Total # Literature Requested	Total # VR Sent*
English	1,579	2,028	1,579
Spanish	11	15	11
Chinese	3	3	3
Polish	1	1	1
Bangla	2	2	2
Russian	2	22	9/2
Total	1,597	2,050	1,597

*During FY23-Q2, the total# of SR's (Service Requests), showing the total number of people requesting literature was 1,597, which is a slight decrease from FY23-Q1, 1,647 requests. In response to customer service requests via 311, a total of 2,050 pieces of DOT literature were requested in multiple languages, a slight decrease from Q1's 2,154:

*1,579 - English

*18 - Other languages, combined:-11 Spanish, 3- Chinese, 1- Polish, 1- Bangla, and 2- Russian.

- Desktop Publishing/Digital Graphics (SharePoint): CSLACU's desktop publishing and digital graphic SharePoint initiatives increase DOT's employee awareness of the need for inclusivity of the diverse populations DOT serves and the availability of Language Access services for document translation, telephonic, virtual, and in-person, multilingual, ASL and CART interpretation. DOT's internal SharePoint showcases LAD, the Language Access Database, a portal to translation and interpretation services. Telephonic (over-the-phone) interpretation is available by directly contacting LanguageAccess@dot.nyc.gov. CSLACU's diversity desktop publishing and digital graphic initiatives now adhere to ADA-AA Compliance Guidelines. During FY23-Q2, CSLACU has worked on:
 - Signage and Publications:
 - Public Service Center Welcome Signs, and Flyers/Lamination:
 - Licenses, Permits, and Registrations (LPR) Quick Reference- Needs revision for new vendor - in progress.
 - Language Bank Volunteer (LBV) Contact List and Language Access (LA) Contact List- under revision because of employee retirements.

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- Great Service - Great City additional poster with ADA Compliance color scheme - in progress.
- Your Civil Rights (Title VI) metal sign and poster were revised by DOT Legal, translated into the top ten languages by Language Access, and submitted to the DOT Sign Shop - in progress: The signs will be installed at all DOT PSCs and ferry terminals.
- Licenses, Permits & Registrations (LPRs): "Need a Translated Application? Translations & interpretations available in the top 10 languages" - framed; awaiting distribution and installation.
- Corona Kiosk Event flyer - revised the Spanish translation in Q1.
- Digital Publications:
 - DOT LPR website and SharePoint are under revision to ensure ADA-AA color compliance for the visually impaired and color blind. Design completed. Uploaded to DOT's SharePoint site. Additional edits to SharePoint - in progress.
 - Language Access News
 - Language Access and LPR Training Manual: revisions - in progress.
- Digital Signage:
 - Created new digital signs and revised existing signs. There are 36 ADA-AA compliant digital slides of current and ongoing DOT initiatives, including digital signs for the new portal:
 - ADA Coordinator Edmund Asiedu; Summer Streets; Speed Cameras Save Lives 24/7 -(Vision Zero); NYC Open Restaurants; NYC Open Streets; NYC DOT Projects and Initiatives; and BQE Corridor Vision.
 - Vision Zero "Speeding Ruins Lives. Slow Down."
 - "What's Happening Here"
 - Current Holidays
 - These are displayed on the digital monitor at Permit Management and Construction Control PSC at 55 Water Street. Ensuring all digital sign information is ADA-AA color compliant - the 55 Water Street PSC digital display is up and running, as of September 2022. Digital signage at other DOT PSCs - the rest of the PSCs are still works in progress.

In the third quarter, CSLACU continues to play an important role in providing Limited English Proficient (LEP) communities with vital translations of the current DOT service alerts.

CSLACU has initiated program improvements and process adjustments to its inclusive projects:

- We continue to make available a direct link to all DOT's Licenses, Permits and Registrations (LPRs) for LEP customers who are searching for an LPR, as required by Local Law 30 (LL 30) mandate. This effort provides the following ongoing activities:
 - A unified presence for LL30 and Title VI objectives

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- Delivery of translated social media alerts to the public
- Direct document access for the public, including translated information
- The ability for the public to share their ideas with and provide feedback to DOT
- Upgrading Language Access Database (LAD) for improved processing:
 - Direct access to translation services for agency operational managers
 - Direct access to multilingual and ASL interpretation services for agency operational managers
- Produce a quarterly **Language Access News** showing language services at DOT; honoring DOT Language Bank Volunteers (LBVs) and their native cultural heritage; and comparing the transportation systems of the LBV's native countries.
- Local Law 30 and LPR Compliance Provided by Language Access:
 - Training sessions for LAD and LPRs are still being re-scheduled as the public service centers (PSCs) reopen.
 - Provided Interpretation support for the DOT Street Ambassador community outreach efforts.
 - The number of interpretation requests during FY2023-Q3 were close to volume of requests during FY23-Q2. There were 27 Street Ambassador deployments throughout the 5 boroughs during FY2023-Q3 compared to 26 total requests during FY23-Q2.
- Plain Language Initiatives: DOT Operational Units are encouraged to use Plain Language to develop materials intended for public distribution and CSLACU edits materials sent for translation, when feasible. DOT's Language Access SharePoint lists Plain Language hyperlinks. In addition, the Hemingway Application (App) is also a valuable Plain Language tool.
- Desktop Publishing/Digital Graphics/Digital Signage:
 - CSLACU's desktop publishing and digital graphic SharePoint initiatives increase DOT's employee awareness of the need for inclusivity of the diverse populations DOT serves and the availability of Language Access services for document translation, telephonic, virtual, and in-person, multilingual, ASL and CART interpretation. The digital graphic initiatives are ADA-AA Compliant. DOT's internal SharePoint showcases LAD, the Language Access Database, a portal to translation and interpretation services. Telephonic (over-the-phone) interpretation is available by directly contacting LanguageAccess@dot.nyc.gov.
 - LEP customers require vital access to DOT's Covid service updates, Mayoral initiatives, and LPRs. CSLACU's improved graphics on DOT's internal landing page increase visibility for translation, telephonic, virtual, and in-person, multilingual, ASL and CART interpretation services. Increased visibility of DOT's programming affords the LEP customer equal participation by providing multilingual translation and interpretation, and ASL interpretation to DOT divisions responding to LEP and EDI issues. CSLACU's desktop publishing and digital graphic initiatives adhere to ADA-AA Compliance Guidelines on DOT's internal and external landing pages.
- Language Access Newsletter – Winter 2023 Edition – The newsletter continues to remind DOT staff of our mission to support DOT in expanding its outreach to all communities. Winter 2023 and all issues profile one DOT Language Bank Volunteer (LBV). Quarterly issues now highlight DOT events that feature translated materials and interpretation.

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- Signage for Public Service Centers (PSCs) – ADA Compliant:
 - A total of 24 signages were installed at the 7 Public Service Centers. Below is the breakdown:
 - “Your Civil Rights”(Title VI) Signs was designed, translated into the top 10 languages, framed and installed at each of the 7 Public Service Centers (PSCs). Each PSA had 1 sign installed (7 total signs).
 - “You Have the Right to Free Interpretation” MOIA Updated Sign was translated into the top 10 languages, printed, framed and installed at each of the 7 PSCs.
 - “Welcome. We’re here to help.” Sign or banner salutation was translated into the top 10 languages and 7 Signs were installed. One in English and Spanish and 6 in English only.
- The SI Ferry Fleet and St. George & Whitehall Ferry Terminals signage is ADA Compliant and translated into the top 10 languages. 25 signs are ready to be installed.
- Digital Signage for PSC at Permit Mgt & Construction Control - 55 Water Street.
 - There are 34 ADA-AA compliant digital signs showcasing DOT initiatives, and campaigns. New digital signs were created or revised.
 - “ADA Accessibility Coordinator: Edmund Asiedu” digital sign is available at the Permit Office.
 - “Free Interpretation in all DOT PSCs”: 1 sign in English & Spanish and 1 sign in Chinese & Russian were installed.
 - “Vision Zero for a Safer NYC Drive 25 mph - It’s the Law: Facts”: 1 sign English and 1 sign Spanish. The vision zero logo was updated.
 - “Licenses, Permits & Registrations: Need a Translated Application?” LPRs is available in the top 10 languages.
- Digital Publications/Icons for CSLACU SharePoint
 - Revised the “Check Status Request” icon or illustration for the CSLACU SharePoint page. Made the icon ADA compliant for the visually impaired.
 - Revised the SOPs for “Telephonic Interpretation”. Updated the Interpretation access codes, contact persons and instructions.
 - Updated “User Guide - LAD for Document Translation & Interpretation Requests”. Updated “Check Status Request” images for instructions and updated links for LAD website.
- Agency Requests for Translated Content:
 - During F23-Q3, the number of translations requested rose slightly to 35 requests for 76 document translations and the higher number of requests resulted in a higher number of translated pages at 404 pages, compared to F23-Q3 with 24 document requests for 88 document translations, resulting in 111 pages.
 - Thirty-five (35) documents were translated into eleven (11) languages: Arabic, Bengali, Traditional/Simplified Chinese, French, Haitian Creole, Korean, Polish, Spanish, Urdu and Yiddish.
 - Five (5) DOT Divisions requested translations in FY23-Q3: Transportation Planning and Management, External Affairs, Safety Education & Outreach, CSLACU, and Creative Services.

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- Language Access Database (LAD) Document Translations:
 - During FY23-Q2, Language Access received 35 requests from various DOT Divisions to translate content. Each Division’s document request was made for one or more translations.
 - None of the 35 requests were translated by Language Access staff.
 - All 76 documents were sent to LanguageLine Solutions, DOT’s language service provider for translation.

FY23-Q3 LAD Translations	
Language	# Requested
Spanish	26
Chinese (Traditional/Simplified)	21
Korean	2
Haitian Creole	3
Arabic	7
Bengali	6
Urdu	1
French	4
Polish	4
Yiddish	2
<u>Total</u>	<u>76</u>

- Secondary Reviews Recorded in Language Access Database (LAD):
 - CSLACU's standard operating procedure has always included conducting secondary reviews of all translations completed and reviewed by LanguageLine Translation Solutions (LLTS) and additional reviews by GV Solutions, when possible. Secondary (tertiary) reviews of updates have been curtailed because of the need for swift turnaround time and cost containment. CSLACU will

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continue to conduct future secondary reviews of documents with fewer time restrictions. CSLAU will continue to conduct future secondary reviews of documents with fewer time restrictions.

- In the second quarter of FY23, CSLAU submitted two (2) documents for external tertiary review. None (0) of the requests received for the 76 translated documents underwent external tertiary linguistic review by multilingual DOT employees in this quarter. All seventy-six (76) translated documents underwent secondary linguistic review conducted by multiple experts at LLTS during this quarter.

FV23-Q3 LAD Expert Linguistic Reviews		
GV Solutions	2	None
Language Access Staff	0	None
Language Bank Volunteers	0	None
Total	2	None

○ Agency Requests for Interpretations:

- Over the Phone/Telephonic Interpretation - During Q3, the number of calls on behalf of customers with Limited English Proficiency (LEP) increased to 290 calls and 12,512 minutes, up from FY23-Q2's 73 calls and 563 minutes. These calls were accessed by Traffic Operations- Parking Permits. LanguageLine has been conducting our telephonic interpretation since June 3, 2022 and is contracted to continue to do so through 2025.

FY23 – 3rd Quarter Over-the-Phone/Telephonic Interpretation				
Languages	Calls	Minutes	% Calls	Units
Spanish	197	1451	67.93	Traffic Operations- PPPD
Russian	68	582	23.44	Traffic Operations- PPPD
Mandarin	17	141	5.86	Traffic Operations- PPPD
Polish	7	43	2.41	Traffic Operations- PPPD
Cantonese	1	6	0.34	Traffic Operations- PPPD
Report Total:	290	12,512	100%	

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- In-Person and Virtual Interpretation - American Sign Language
 - During FY23-Q3, Languages Access processed eighteen (18) ASL interpretation requests on behalf of the Franchises/Concessions & Consents Unit and Executive Division, both in-person meetings, as well as web conferences. The eighteen requests for ASL interpretation resulted in a total eighteen (18) interpretation events taking place online and in-person. The two Communication Access Realtime Translation (CART) interpretation requests resulted in a total of two (2) CART events taking place online.

FY23 – Q2 ASL & CART Requests			
#	Languages	Assignments	Interpreters
1	ASL Services	15	30
2	CART Services	1	1
Total		26	31

- Multilingual Interpretation for LEP Customers:
 - During FY23-Q3, CSLACU received 43 multilingual interpretation requests for Street Ambassador outreach events, Open Streets Design meetings, informational events for new immigrants and several BQE Corridor meetings and workshops from Transportation Planning and Management, Helmet Fitting events from Safety Education, educational events for DVAP, Delivery Cyclist informational meetings from Freight Mobility. In this reporting period there were 43 requests for in-person and virtual interpretation, up from thirty-seven (37) requests in Q2.

FY23 – Q3 Multilingual Requests		
#	Requests/Events by DOT Divisions/Unit	
1	Transportation Planning & Management	34
2	Executive/Commissioner’s Office	3
3	CSLACU	6
Total		43

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FY23 – Q3 Multilingual Requests by Language			
#	Languages	Assignments	Interpreters
1	Spanish	32	67
2	Chinese (Mandarin & Cantonese)	10	19
3	Haitian Creole	1	2
4	Polish	3	6
5	Italian	5	10
6	Yiddish	2	4
7	Arabic	5	10
8	Bengali	2	4
9	Urdu	2	3
10	Albanian	1	2
11	French	4	8
12	Japanese	1	2
13	Korean	1	2
14	Russian	1	2
Total		70	141

- Language Bank Volunteers (LBV) Citywide Database
 - During FY23-Q3, one (1) LBV request, resulting in 1 translation, was processed utilizing the services of NYCDOT Language Bank volunteers, equal to the one (1) request in FY23-Q2. During this reporting period:
 - DOT LBVs accepted one (1) Citywide Translation Requests

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- A total of zero (0) requests were processed in the LBV Citywide Database.
- CSLACU processed seventy-six (76) requests for document translation services.
- CSLACU processed forty-four (44) requests for interpretations.
- CSLACU processed one (1) request for ARTS related correspondence.

FY23 – Q3 Requests for LBVs			
Language	January	February	March
Arabic	0	0	0
Bengali	0	0	1
Chinese (Mandarin)	0	0	0
French	0	0	0
Haitian Creole	0	0	0
Korean	0	0	0
Polish	0	0	0
Russian	0	0	0
Spanish	0	0	0
Urdu	0	0	0
Total	0	0	1

- DOT Literature and Voter Registration Distribution:
 - DOT's literature requests originating from NYC311 are processed in 311 Dynamics. DOT has received requests for VR in English, Spanish, Chinese and Russian during FY23 Q3. There is a DOT system in place to accommodate LEP customer requests. As stated in the biennial VR report submitted to MOO, it is important to differentiate between the numbers of VR distribution packets distributed and the actual number of voter registrations taking place. Prior to the pandemic, as now, DOT has no way of knowing whether the customers corresponding with DOT, or requesting DOT literature, are already registered to vote. DOT also has no way

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of knowing if a customer completes the VR forms and returns them to the Board of Elections (BOE). The PSC managers have, prior to Covid and once the PSCs reopen, will continue to encourage VR. Unless the customer fills out the VR forms at the PSC, we would not see the VR forms and have a way to return the VR forms to the BOE.

- Voter Registration (VR) packet distribution numbers are identical to literature request numbers as they are mailed with each literature request. The numbers in the chart found on this page are aggregated for all literature requests.
 - CSLACU includes VR packets with every document request received from customers.
 - The DOT website has a "Register to Vote" icon/tile on its landing page. The hyperlink sends DOT customers directly to "NYC VOTES".

FY23 – Q3 Literature Requests and Voter Registration			
Language	Total SR*	Total # Literature Requested	Total # VR Sent*
English	2010	2763	2010
Spanish	28	38	28
Chinese	3	3	3
Russian	9	12	9
Total	2050	2816	2060

January 2023		
Language	SR's	# Literature Requested
English	742	963
Spanish	9	11
Chinese	1	1
Russian	2	2
Total	754	977
February 2023		
Language	SR's	# Literature Requested
English	571	955

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Spanish	8	11
Chinese	1	1
Russian	2	2
Total	582	969
March 2023		
Language	SR's	# Literature Requested
English	697	845
Spanish	11	16
Chinese	1	1
Russian	5	8
Total	714	870
January/ February/ March		
Language	SR's	# Literature Requested
English	2,010	2,763
Spanish	28	38
Chinese	3	3
Russian	9	12
Grand Total	2,050	2,816

*During FY23-Q3, the total# of SR's (Service Requests), showing the total number of people requesting literature was 2,010, which is a moderate increase from FY23-Q2, 1,597 requests. In response to customer service requests via 311, a total of 2,816 pieces of DOT literature were requested in multiple languages, a slight decrease from Q2's 2,154:

*2,010- English

*40 - Other languages, combined:28-Spanish, 3- Chinese, and 9- Russian.

In the fourth quarter, CSLACU continues to play an important role in providing Limited English Proficient (LEP) communities with vital translations of the current DOT service alerts.

CSLACU has initiated program improvements and process adjustments to its inclusive projects:

- **Local Law 30 and LPR Compliance Provided by Language Access:**

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- Training sessions about LAD and LPRs will be determined for the public service centers (PSCs) staff.
 - Provided Interpretation support for the DOT Street Ambassador community outreach efforts.
 - The number of interpretation requests during FY2023-Q4 were close to volume of requests during FY23-Q3. There were 25 Street Ambassador deployments throughout the 5 boroughs during FY2023-Q4 compared to 27 total requests during FY23-Q3.
- **Licenses, Permits and Registrations (LPRs):**
 - Make available a direct link to all DOT's Licenses, Permits and Registrations (LPRs) for LEP customers who are searching for an LPR, as required by Local Law 30 (LL 30) mandate. This effort provides the following ongoing activities:
 - A unified presence for LL30 and Title VI objectives
 - Direct document access for the public, including translated information
 - The ability for the public to share their ideas with and provide feedback to DOT
 - **Plain Language Initiatives:**
 - DOT Operational Units are encouraged to use Plain Language to develop materials intended for public distribution and CSLACU edits materials sent for translation, when feasible. DOT's Language Access SharePoint lists Plain Language hyperlinks. In addition, the Hemingway Application (App) is also a valuable Plain Language tool.
 - **Desktop Publishing/Digital Graphics (SharePoint):**
 - CSLACU's desktop publishing and digital graphic SharePoint initiatives increase DOT's employee awareness of the need for inclusivity of the diverse populations DOT serves and the availability of Language Access services for document translation, telephonic, virtual, and in-person, multilingual, ASL and CART interpretation. The digital graphic initiatives are ADA-AA Compliant. DOT's internal SharePoint showcases LAD, the Language Access Database, a portal to translation and interpretation services. Telephonic (over-the-phone) interpretation is available by directly contacting LanguageAccess@dot.nyc.gov.
 - Limited English Proficient (LEP) customers require vital access to DOT's service updates, Mayoral initiatives, and LPRs. Increased visibility of DOT's programming affords the LEP customer equal participation by providing multilingual translation and interpretation, and ASL interpretation to DOT divisions responding to LEP and EDI issues. CSLACU's desktop publishing and digital graphic initiatives adhere to ADA-AA Compliance Guidelines on DOT's internal and external landing pages.
 - **Signage for Public Service Centers (PSCs) – ADA Compliant:**
 - **A total of 14 signs** were installed at 5 Public Service Centers. **The 55 Water St PSC** received an additional Spanish Welcome Sign.

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- **“Welcome. We’re here to help.” Banner Salutation** was translated into the top 10 languages . Signs were updated, framed, and installed. **Total: 6 signs.**
 - One in Spanish
 - Five in English and Spanish
- **“Your Civil Rights” (Title VI) Sign** was translated into the top 10 languages. Signs were designed, framed, and installed at each of the 4 Public Service Centers (PSCs). Each PSA had 1 sign installed. **Total: 4 signs.**
- **“Free Interpretation” MOIA Updated Sign** was translated into the top 10 languages, printed, framed, and installed at each of the 4 PSCs. **Total: 4 signs.**
- **Signage for SI Ferry Fleet and St. George & Whitehall Ferry Terminals:**
 - All signage is ADA Compliant and translated into the top 10 languages. **Total: 150 signs.**
 - “Your Civil Rights” – 25 Signs
 - “Safety Advisory” – 125 Signs
- **Digital Signage for PSC at Permit Mgt & Construction Control - 55 Water Street:**
 - There are 34 ADA-AA compliant digital signs showcasing DOT initiatives, and campaigns. New digital signs were created or revised.
 - **“ADA Accessibility Coordinator: Edmund Asiedu”** digital sign is available at the Permit Office.
 - **“Free Interpretation in all DOT PSCs”**: 1 sign in English & Spanish and 1 sign in Chinese & Russian were installed.
 - **“Vision Zero for a Safer NYC Drive 25 mph - It’s the Law: Facts”**: 1 sign English and 1 sign Spanish. The vision zero logo was updated.
 - **“Licenses, Permits & Registrations: Need a Translated Application?”** LPRs is available in the top 10 languages.
 -
- **Digital Publications/Icons for CSLACU SharePoint:**
 - Revised the “Check Status Request” icon or illustration for the CSLACU SharePoint page. Made the icon ADA compliant for the visually impaired.
 - Revised the SOPs for “Telephonic Interpretation”. Updated the Interpretation access codes, contact persons and instructions.
 - Updated “User Guide - LAD for Document Translation & Interpretation Requests”. Updated “Check Status Request” images for instructions and updated links for LAD website.
- **Agency Requests for Translated Content:**

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During FY23-Q4, the number of translations requested increased to 70 requests in comparison to FY23 Q3 where only 35 requests were received. For FY23-Q4, 137 documents were translated into 12 languages: Spanish, Chinese (Traditional/Simplified), Korean, Haitian Creole, Arabic, Bengali, Urdu, French, Polish, Yiddish, Russian, and Punjabi.

Six DOT Divisions requested translations in FY23-Q4: CSLACU, Creative Services, Safety Education & Outreach, Executive/Commissioner's Office, Public space/urban design arts & wayfinding, and Transportation Planning and Management (TPM).

Language Access Database (LAD) Document Translations:

During FY23-Q4, Language Access received 70 requests from various DOT Divisions to translate content. Each Division's document request was made for one or more translations.

- None of the 137 requests were translated by Language Access staff.
- All 137 documents were sent to LanguageLine Solutions, DOT's language service provider for translation.

FY23-Q3 LAD Translations	
Language	# Requested
Spanish	39
Chinese (Traditional/Simplified)	28
Korean	4
Haitian Creole	8
Arabic	10
Bengali	16
Urdu	7
French	9
Polish	4

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Yiddish	3
Punjabi	1
Russian	8
<u>Total</u>	<u>137</u>

Secondary Reviews Recorded in Language Access Database (LAD):

- CSLACU's standard operating procedure has always included conducting secondary reviews of all translations completed and reviewed by LanguageLine Translation Solutions (LLTS) and additional reviews by GV Solutions, when possible. Secondary (tertiary) reviews of updates have been curtailed because of the need for swift turnaround time and cost containment.
- During FY23 Q4, CSLAU submitted zero (0) documents for external tertiary review. None (0) of the translated requests underwent external tertiary linguistic review by multilingual DOT employees in this quarter. All 137 translated documents underwent secondary linguistic review conducted by multiple experts at LLTS during this quarter.

FV23-Q3 LAD Expert Linguistic Reviews		
GV Solutions	0	None
Language Access Staff	0	None
Language Bank Volunteers	0	None
Total	0	None

○ Agency Requests for Interpretations:

- **Over the Phone/Telephonic Interpretation:**

During FY23 Q4, the number of calls on behalf of customers with Limited English Proficiency (LEP) increased to 470 calls, however it decreased to 4,007 minutes compared to FY23-Q3's 290 calls and 12,512 minutes. These calls were accessed by Traffic Operations- Parking Permits. LanguageLine has been conducting our telephonic interpretation since June 3, 2022 and is contracted to continue to do so through 2025.

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FY23 – 4th Quarter Over-the-Phone/Telephonic Interpretation				
Languages	Calls	Minutes	% Calls	Units
Albanian	1	11	0.26	Traffic Operations- PPPD
Cantonese	8	62	1.6	Traffic Operations- PPPD
Italian	3	24	0.56	Traffic Operations- PPPD
Korean	9	66	2.03	Traffic Operations- PPPD
Mandarin	17	179	4.46	Traffic Operations- PPPD
Russian	118	1,104	27.36	Traffic Operations- PPPD
Spanish	303	2,445	60.76	Traffic Operations- PPPD
Arabic	2	25	0.63	Traffic Operations- PPPD
French	1	4	0.1	Traffic Operations- PPPD
Greek	1	16	0.4	Traffic Operations- PPPD
Hebrew	1	16	0.4	Traffic Operations- PPPD
Polish	2	18	0.46	Traffic Operations- PPPD
Romanian	1	5	0.46	Traffic Operations- PPPD
Vietnamese	1	10	0.13	Traffic Operations- PPPD
Bengali	1	3	0.06	Traffic Operations- PPPD
Kinyarwanda	1	19	0.5	Traffic Operations- PPPD
Report Total:	470	4,007	100%	

▪ **In-Person and Virtual Interpretation - American Sign Language:**

During FY23-Q4, Languages Access processed fifteen (15) ASL interpretation requests on behalf of the Executive Division, both in-person meetings, as well as web conferences.

- Eleven requests for ASL interpretations in-person and Zoom sessions for different DOT events.
- Four Communication Access Realtime Translation (CART) interpretation requests (3 online and 1 in-person).

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FY23 – Q4 ASL & CART Requests			
#	Languages	Assignments	Interpreters
1	ASL Services	11	16
2	CART Services	4	8
Total		15	24

- **Multilingual Interpretation for LEP Customers:**

During FY23-Q4, Language Access received 66 multilingual interpretation requests for Street Ambassador merchant outreach events, Open Streets meetings, BQE Central NYCHA Open House Events, Helmet Fitting events from Safety Education, surveys to bus riders on Tremont Ave, virtual workshops to discuss public space improvements, educational events for DVAP, Delivery workers data research project for a micro-mobility charging program and workshops from Transportation Planning and Management on Harlem River Greenway. In this reporting period there were 81 requests for in-person and virtual interpretations, up from forty-three requests in Q3.

FY23 – Q4 Multilingual Requests by Division		
#	Requests/Events by DOT Divisions/Unit	
1	Transportation Planning & Management	50
2	Executive/Commissioner's Office	5
3	CSLACU	6
4	Strategy Unit	3
5	Safety Education & Outreach	2
Total		66

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FY23 – Q4 Multilingual Requests by Language			
#	Languages	Assignments	Interpreters
1	Spanish	61	158
2	Chinese (Mandarin & Cantonese)	10	21
3	Haitian Creole	13	35
4	Arabic	2	3
5	Bengali	5	11
6	Urdu	1	2
7	Russian	2	3
Total		94	223

○ **Language Bank Volunteers (LBV) Citywide Database**

- In FY23-Q3 report, there was 1 translation request for Bengali which was processed by NYCDOT Language Bank Volunteers (LBVs). During FY23-Q4, there was also one LBV translation request for Bengali. During this reporting period, Language Access team utilized the services of NYCDOT Language Bank Volunteers (LBVs) in the following manner:
 - NYCDOT DOT LBVs accepted one translation request.
 - A total of one (1) request was processed in the DOT LBV Database.

FY23 – Q4 Requests for LBVs			
Language	April	May	June
Arabic	0	0	0
Bengali	0	0	1

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Chinese (Mandarin)	0	0	0
French	0	0	0
Haitian Creole	0	0	0
Korean	0	0	0
Polish	0	0	0
Russian	0	0	0
Spanish	0	0	0
Urdu	0	0	0
Total	0	0	1

○ **DOT Literature and Voter Registration Distribution:**

- DOT’s literature requests are processed in 311 Dynamics. DOT has received requests for Voters Registration (VR) in English, Spanish, Chinese and Russian during FY23-Q4. There is a DOT system in place to accommodate LEP customer requests. As stated in the biennial VR report submitted to the Mayor Office of Operations (MOO), it is important to differentiate between the numbers of VR distribution packets distributed and the actual number of voter registrations taking place. Currently, DOT has no way of knowing whether the customers corresponding with DOT, or requesting DOT literature, are already registered to vote. DOT is also unable to determine if a customer completes the VR forms and returns them to the Board of Elections (BOE). The PSC managers will continue to encourage VR. Unless the customer fills out the VR forms at the PSC, we would not see the VR forms or be able to return the VR forms to the BOE. Voter Registration (VR) packet distribution numbers are identical to literature request numbers as they are mailed with each literature request. The numbers in the chart found on this page are aggregated for all literature requests.
- Voter Registration (VR) packet distribution numbers are identical to literature request numbers as the VR packets are mailed with each literature request. The numbers in the chart below are aggregated for all literature requests.
 - CSLACU includes VR packets with every document request received from customers.
 - The DOT website has a "Register to Vote" icon/tile on its landing page. The hyperlink sends DOT customers directly to "NYC VOTES".

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FY23 – Q4 Literature Requests and Voter Registration			
Language	Total SR*	Total # Literature Requested	Total # VR Sent*
English	1,854	2,478	1,854
Spanish	24	31	24
Chinese	3	3	3
Russian	19	26	19
Total	1,900	2,538	1,900

April 2023		
Language	SR's	# Literature Requested
English	605	727
Spanish	5	7
Russian	2	2
Total	754	977
May 2023		
Language	SR's	# Literature Requested
English	625	932
Spanish	5	5
Chinese	1	1
Russian	10	15
Total	641	953
June 2023		
Language	SR's	# Literature Requested
English	624	819
Spanish	14	19
Chinese	2	2
Russian	5	6

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Total	645	846
April/May/June		
Language	SR's	# Literature Requested
English	1,854	2,478
Spanish	24	31
Chinese	3	3
Russian	19	26
Grand Total	1,900	2,548

*During FY23-Q4, the total # of SR's (Service Requests), showing the total number of constituents requesting literature was 1,900, a moderate decrease from FY23-Q3, 2,050 requests. In response to customer service requests via 311, a total of 2,538 pieces of DOT literature were requested in multiple languages, a slight decrease from Q3's 2,816.

- 1,854 – English
- 24 – Spanish
- 3 – Chinese
- 19 – Russian

In the third quarter, on January 25, 2023, the EEO Office determined that to increase inclusivity for people who are visually impaired and ensure accessibility, all documents produced by the EEO Office will now use the Arial font.

On February 24, 2023, DOT, in its commitment to promoting equitable contracting and procurement opportunities for MWBEs, hosted an event “Doing Business with DOT” Workshop for Immigrant Business Owners for African immigrant business owners. The event was held at Grand Slam Banquet Hall, 478 E. Tremont Ave, Bronx, NY 01457.

On February 15, 2023, the Commissioner’s Office met with leaders from Asian American and Pacific Islander communities, to get information on how DOT can improve communication with them on issues of transportation and how these leaders can help to identify partners for Open Streets, Car Free Day, Summer Streets, and connect more business owner with MWBE contract opportunities.

On June 23, 2023, DOT Traffic/Night Paints team oversaw the installation of a rainbow crosswalk for the first time four years at an iconic intersection off Sheridan Square and down the street from the Stonewall Inn. The installation was sponsored by Heritage of Pride in celebration of NYC Pride.

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D. Equity, Inclusion and Race Relations Initiatives:

Please list the **Equity, Inclusion and Race Relations Goal(s)** included in Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2023, which you set/declared in your FY 2023 Diversity, Equity, Inclusion and EEO Plan.

- 1. Workforce Profile Report: The HR Analytics Team along with the Performance Analytics Team release an annual internal Workforce Profile Report which details Agency Wide and Division specific workforce statistics. The annual report is shared with the Agency’s Executive Staff as well as Division Heads at the time of the annual release. The report is used to measure performance of our initiatives and identify the annual list of “Titles of Interest” for which DOT’s mandates “Structured Hiring” because of elevated levels of underutilization.**

- ❖ **Please describe the steps that your agency has taken to meet this goal. Include steps taken to establish your agency as a leader in creating equitable and inclusive workplace environment and enhancing cultural competency. What steps were taken to evaluate effectiveness of these actions?**

Please refer to section IV. EEO, Diversity, Inclusion and Equity Initiatives for FY 2023, part A.1.

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

- 2. DOT Employee Resource Group (ERG) Initiative: DOT’s ERGs are employer-recognized groups of employees who convene to collectively celebrate, promote, and advocate for professional development, cultural connections, diversity and inclusion, and to enhance engagement/morale in the workplace. ERGs are instrumental in helping DOT work toward its Strategic Diversity & Inclusion Goals of workforce diversity, workplace inclusion, and community understanding. ERGs are responsible for establishing their own mission, goals, and annual activities, which must align with DOT’s strategic goals.**

- ❖ **Please describe the steps that your agency has taken to meet this goal. Include steps taken to establish your agency as a leader in creating equitable and inclusive workplace environment and enhancing cultural competency. What steps were taken to evaluate effectiveness of these actions?**

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Please refer to section IV. EEO, Diversity, Inclusion and Equity Initiatives for FY 2023, part B.1.

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

3. EEO Liaisons: DOT’s EEO Liaisons play an important role in assisting EDI and DOT to meet their EEO obligations through the regular referral of employee EEO-related concerns to EDI, assisting with the posting and maintenance of agency wide of EEO-related polices and memos, and serving as an on-the-ground resource for DOT employees without immediate access to EDI, or EEO online resources.

❖ **Please describe the steps that your agency has taken to meet this goal. Include steps taken to establish your agency as a leader in creating equitable and inclusive workplace environment and enhancing cultural competency. What steps were taken to evaluate effectiveness of these actions?**

Please refer to section IV. EEO, Diversity, Inclusion and Equity Initiatives for FY 2023, part B.2.

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

4. Equity Working Groups: COVID-19’s disproportionate impact on historically disenfranchised communities, as well as the recent deaths of Black men and women during confrontations with law enforcement, have re-emphasized the need for open conversations around racial disparities and equity in all aspects of our society. Racial disparities and systematic racism are unfortunately, also a part of the present experiences of many members of the public, in their interactions with other government agencies throughout our nation, and this is particularly true for people of color. Consequently, it is pivotal that the work that we do and decisions we make as the city’s Department of Transportation (DOT) focus on promoting racial and social equity. The agency has several efforts underway to advance this goal, including three staff-level working groups: the Equity & Inclusion in Planning Working Group, the Equity In Enforcement Working Group, and the Equity in Infrastructure Working Group. Each of these groups have a focused mission to address key areas of concern where policy change is needed. These groups provide further opportunities for staff engagement and to cohesively communicate the sum total of these efforts back to staff. Though temporarily put on hold in 2022, DOT expects to launch its Advancement of Black and Brown Women in DOT Working

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Group in FY2023.

- ❖ **Please describe the steps that your agency has taken to meet this goal. Include steps taken to establish your agency as a leader in creating equitable and inclusive workplace environment and enhancing cultural competency. What steps were taken to evaluate effectiveness of these actions?**

Please refer to section IV. EEO, Diversity, Inclusion and Equity Initiatives for FY 2023, part B., #'s 4, 5, and 6, regarding the equity working groups.

In the first quarter, the EEO Office has held meetings with individuals interested in the formation of and being a part of the DOT's Advancement of Black and Brown Women in DOT (ABBW) Working Group. Currently the group has a draft mission statement and work on a charter has begun. As part of this process, a Town Hall is under consideration to announce the formation of the group and provide employees opportunity to join.

In the second quarter, the EEO Office continued holding meetings to plan the formation and launch of DOT's Advancement of Black and Brown Women in DOT (ABBW) Working Group, with meetings on October 7th and November 4th, 2022. For the next quarter, ABBW will continue to plan for its launch and invite DOT employees to join, in collaboration with DOT's senior staff. The mission statement was also updated this quarter to more specifically describe the group's goals and how those goals will be achieved.

In the third quarter, the EEO Office continued to hold meetings to plan the formation and launch of the ABBW Working Group, with meetings on January 6, 2023, and February 8, 2023. This quarter, ABBW Working Group continued preparations to recruit and interview potential board members, mentors, and general members.

In the fourth quarter, the EEO Office and the Office of the Advocate vetted candidates for the ABBW Working Group's executive board. Candidates who are successfully vetted will receive their invitation to join the executive board in Quarter 1 of FY 2024. The EEO Office plans to officially launch the ABBW Working Group this fall, in FY 2024.

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

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- ❖ **Please specify Equity and Race Relations initiatives embarked on or continued from previous year(s) (e.g., meetings, educational and cultural programs, presentations, discussions, books/articles, other suggested readings, etc.) and describe the activities, including the dates when the activities occurred.**
 - Event: Networking Happy Hour with OLA
 - Networking event for DOT employees, celebrating Latin American Heritage.
 - October 13, 2022
 - In recognition of Latin American Heritage Month, DOT’s Organización Latino Americana (OLA) ERG hosted a networking happy hour event at Bonnie Vee’s to provide a space for DOT employees to connect and celebrate Latin American Heritage month’s end.
 - Event: ¡Al Punto Con Comisionado Ydanis Rodríguez!
 - Guest Speakers and Q&A
 - October 14, 2022
 - In recognition of Latin American Heritage Month, DOT’s Organización Latino Americana (OLA) ERG hosted a conversation with DOT Commissioner Ydanis Rodriguez and Federal Transit Administration’s Deputy Administrator, Veronica Vanterpool. Veronica Vanterpool, a Native New Yorker, was previously the Chief Innovation Office at the Delaware Transit Corporation, the Deputy Director of the National Vision Zero Network, and a board member of the New York MTA.
 - Event: Talk by Warren Petty
 - Guest Speaker and Q&A
 - November 15, 2022
 - African American Career Advancement Network (AACAN) ERG invited Warren Petty, Vice President and Chief Human Resources Officer of Howard University, to give a virtual presentation on ERG leadership skills.
 - Posting: Martin Luther King, Jr. Day 2023
 - Agencywide Email
 - January 13, 2023
 - DOT’s EEO Office sent an agencywide email to all employees, recognizing Martin Luther King, Jr. Day 2023, and informing employees to consider service and learning opportunities to reflect upon and honor Dr. King’s legacy.
 - Event: “Doing Business with DOT” Workshop for Immigrant Business Owners
 - Workshop event
 - January 31, 2023
 - In consideration of its commitment to promoting equitable contracting and procurement opportunities for MWBEs, DOT hosted an event “Doing Business with DOT” Workshop for Immigrant Business Owners for African immigrant business owners. The event was held at Grand Slam Banquet Hall.

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- Event: Reimagining Leadership with NYC First Deputy Mayor Sheena Wright
 - Guest Speaker and Q&A
 - February 1, 2023
 - In recognition of Black History Month, African American Career Advancement Network (AACAN) ERG hosted a hybrid event on “Reimagining Leadership” featuring NYC First Deputy Mayor Sheena Wright and Charles Ukegbu, DOT’s Assistant Commissioner of Regional & Strategic Planning.
- Event: APIA Lunar New Year Celebration 2023
 - Hybrid event celebrating Lunar New Year with food, music, and games.
 - February 2, 2022
 - In honor of Lunar New Year 2023, Asian Pacific Islander Association (APIA) ERG hosted a hybrid celebration which featured live music, traditional games, and an assortment of Asian food.
- Event: TED Talk and Discussion: Netta Jenkin’s “Reimagining the Workplace”
 - Virtual Watch Party and Discussion
 - February 8, 2023
 - In recognition of Black History Month, African American Career Advancement Network (AACAN) ERG hosted a virtual watch party and discussion event on Netta Jenkins’ “Reimagining the Workplace.” Netta Jenkins is a leading voice in the Diversity, Equity, Inclusion, Belonging, Anti-Racism field, and was named as one of the top 7 Anti-Racism consultants in the world by Forbes Magazine.
- Posting: Did You Know About Franco the Great?
 - Agency Intranet Posting
 - February 14, 2023
 - In honor of Black History Month, African American Career Advancement Network (AACAN) ERG, in collaboration with DOT’s EEO Office, created a post blurb on Franco the Great, a street artist famous for his murals on the metal gates of storefronts along 125th Street in Harlem, New York.
- Event: Meeting with Leaders from Asian American & Pacific Islander Communities
 - Meeting
 - February 15, 2023
 - The Commissioner’s Office met with leaders from Asian American and Pacific Islander communities, to get information on how DOT can improve communication with them on issues of transportation and how these leaders can help to identify partners for Open Streets, Car Free Day, Summer Streets, and connect more business owner with MWBE contract opportunities.
- Event: Empowering Women in the Field of Transportation

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- Guest Speaker and Q&A
- February 16, 2023
- In recognition of Black History Month, African American Career Advancement Network (AACAN) ERG hosted a virtual event, featuring U.S. Coast Guard Captain Zeita Merchant. Captain Merchant is Commander of Sector New York, the largest Coast Guard operational field command on the East Coast, and was formerly a National Security Fellow at Harvard University's Belfer Center for Science and International Affairs.
- Event: Employee Spotlight: A Discussion on Their Careers at NYC DOT
 - Virtual panel discussion and Q&A
 - February 22, 2023
 - In recognition of Black History Month, African American Career Advancement Network (AACAN) ERG hosted a virtual event that recognized Black DOT employee who do amazing work inside and outside the agency.
- Posting: Happy Ramadan 2023
 - Agencywide Email
 - March 17, 2023
 - DOT's EEO Office sent an agencywide email informing employees of Ramadan 2023, traditional practices, and greetings of Ramadan, as well as notifying employees who might need reasonable accommodations to observe Ramadan to submit reasonable accommodation request forms.
- Posting: Happy Arab American Heritage Month 2023!
 - Agencywide Email
 - April 12, 2023
 - DOT's EEO Office sent an agencywide email informing employees of Arab American Heritage Month, and shared President Joe Biden's 2023 President Proclamation, and resources to learn more about this month.
- Event: Eid Celebration Event 2023
 - In-person event celebrating Arab American Heritage Month and Eid-al-Fitr with food and music.
 - April 24, 2023
 - In honor of Arab American Heritage Month and Eid-al-Fitr 2023, the EEO Office hosted an in-person Eid Celebration Event. Participants had the opportunity to mingle, learn about Ramadan and sample traditional foods eaten at the end of Ramadan, and read President Biden's proclamation on Arab American Heritage Month.
- Event: Asian American and Pacific Islander (AAPI) Heritage Month 2023 – DOT Employee Spotlight: A Virtual Panel Discussion Event
 - Virtual panel discussion
 - May 10, 2023

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In honor of AAPI Heritage Month 2023, Asian Pacific Islander Association (APIA) ERG hosted a virtual event that celebrated AAPI employees at DOT. Guest panelists shared about their careers and current roles, as well as gave advice on employment and advancement opportunities within DOT.

- Posting: Jewish American Heritage Month 2023
 - Agencywide Email
 - May 15, 2023
 - DOT's EEO Office sent an agencywide email informing employees of Jewish American Heritage Month, and shared President Joe Biden's 2023 President Proclamation, as well as resources to learn more about this month.
- Event: Asian American and Pacific Islander (AAPI) Heritage Month 2023 – Virtual Watch Party and Discussion Event on “Everything, Everywhere, All at Once.”
 - Virtual watch party and discussion event
 - May 18, 2023
 - In honor of AAPI Heritage Month 2023, Asian Pacific Islander Association (APIA) ERG hosted a virtual watch party and discussion event of the film "Everything, Everywhere, All at Once," an Oscar-winning examination of the cultural and generational conflicts experienced by an Asian American immigrant family. This event's purpose was to celebrate AAPI culture, heritage, and representation in film.
- Event: Asian American and Pacific Islander (AAPI) Heritage Month 2023 – A Virtual Discussion with NYC Deputy Mayor Maria Torres-Springer
 - Guest Speaker and Q&A
 - May 25, 2023
 - In honor of AAPI Heritage Month 2023, Asian Pacific Islander Association (APIA) ERG hosted special guest NYC Deputy Mayor for Economic and Workforce Development, Maria Torres-Springer for a virtual discussion event celebrating AAPI representation in elected office.
- Posting: Happy Juneteenth 2023!
 - Agencywide Email
 - June 15, 2023
 - DOT's EEO Office sent an agencywide email, informing employees of Juneteenth 2023, and shared resources and ways to celebrate Juneteenth.
- Event: Juneteenth Celebration
 - Networking event for members of African American Career Advancement Network (AACAN) ERG, celebrating Juneteenth.
 - June 23, 2023

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- In honor of Juneteenth 2023, AACAN ERG hosted an in-person networking event at Route 66 Smokehouse to celebrate Juneteenth.

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V. Recruitment

A. Recruitment Efforts

Please list **Recruitment Initiatives and Strategies** which you set/declared in your FY 2023 Diversity, Equity, Inclusion and EEO Plan (e.g., targeted outreach and outreach, diversity recruitment, social media presence, where jobs are posted, EEO and APO collaboration, evaluation of best recruitment sources, structured interview training and unconscious bias training).

2. **Review policies, procedures, and practices related to targeted outreach and recruitment and utilize Inclusive Recruitment Guide issued by the Office of Citywide Equity and Inclusion to develop strategic recruitment plans.**

❖ **Please describe the steps that your agency has taken to meet these initiatives/strategies. What steps were taken to evaluate effectiveness of these actions?**

In Q2 of FY 2023, DOT's Human Resources Division will appoint a Director of Workforce Development to tackle these initiatives. The Director will collaborate with executive staff and hiring managers in the development of recruiting strategies to attract and retain a diverse workforce. They will increase outreach to organizations which represent populations who are underrepresented in various Agency titles. The Director will pursue opportunities to partner with citywide agencies, such as the Mayor's Office for Workforce Development and the Mayor's Office for People with Disabilities. They will use industry best practices to garner new approaches and procedures to implement Agency recruitment diversity goals and objectives.

In FY 2023 Q2, DOT created a new position of Director of Workforce Development to tackle these initiatives. The Director has begun to collaborate with executive staff and hiring managers in the development of recruiting strategies to attract and retain a diverse workforce. She has commenced outreach to organizations which represent populations who are underrepresented in various Agency titles. The Director has been pursuing opportunities to partner with citywide agencies, such as the Mayor's Office for Talent and Workforce Development, the Mayor's Office of Immigrant Affairs, and the Mayor's Office for People with Disabilities. She will use industry best practices to garner new approaches and procedures to implement Agency recruitment diversity goals and objectives.

DOT's third quarter steps/actions for this goal are the same as they were for the second quarter.

DOT's fourth quarter steps/actions for this goal are the same as they were for the third quarter.

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Q1 Update:	<input checked="" type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

2. Put in place an operating, up-to-date, accessible website, mobile application and social media presence related to EEO protection and rights.

❖ Please describe the steps that your agency has taken to meet these initiatives/strategies. What steps were taken to evaluate effectiveness of these actions?

Q1 Update:	<input checked="" type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input checked="" type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input checked="" type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input checked="" type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

3. Assess agency job postings to ensure new diversity, inclusion, and equal opportunity employer messaging is included. Assess recruitment efforts to determine whether such efforts adversely impact any particular group.

❖ Please describe the steps that your agency has taken to meet these initiatives/strategies. What steps were taken to evaluate effectiveness of these actions?

DOT’s Human Resources Division reviews all DOT job postings to confirm that the new messaging is included. We also review the postings to ensure that the job descriptions are satisfactory and that other posting elements are relative to the position and unlikely to have an adverse impact on any group.

In the second quarter, DOT’s Human Resources Division has continued to take the steps described above.

In the third quarter, DOT’s Human Resources Division has continued to take the steps described above.

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In the fourth quarter, DOT's Human Resources Division has continued to take the steps described above.

Q1 Update: Planned Not started Ongoing Delayed Deferred Completed
Q2 Update: Planned Not started Ongoing Delayed Deferred Completed
Q3 Update: Planned Not started Ongoing Delayed Deferred Completed
Q4 Update: Planned Not started Ongoing Delayed Deferred Completed

4. **Ensure that agency personnel involved in both the discretionary and the civil service hiring process have received (1) Structured Interviewing training, (2) Unconscious Bias training, and (3) Everybody Matters EEO and Diversity and Inclusion Training.**

❖ **Please describe the steps that your agency has taken to meet these initiatives/strategies. What steps were taken to evaluate effectiveness of these actions?**

DOT's Human Resources Division regularly offers these trainings to all agency personnel identified as involved in both the discretionary and the civil service hiring process.

In the second quarter, DOT's Human Resources Division has continued to take the steps described above.

In the third quarter, DOT's Human Resources Division has continued to take the steps described above.

In the fourth quarter, DOT's Human Resources Division has continued to take the steps described above.

Q1 Update: Planned Not started Ongoing Delayed Deferred Completed
Q2 Update: Planned Not started Ongoing Delayed Deferred Completed
Q3 Update: Planned Not started Ongoing Delayed Deferred Completed
Q4 Update: Planned Not started Ongoing Delayed Deferred Completed

❖ **Please specify any recruitment efforts designed to increase the effectiveness and improve the hiring and selection reach of your agency during the quarter and describe the activities, including the dates when the activities occurred.**

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In July 2022, DOT advertised engineering job postings with the following sources: Society for Women Engineers, National Society of Black Engineers, Society for Hispanic Professional Engineers, Society of Asian Scientists and Engineers.

In August 2022, DOT shared attorney job postings with 43 ethnic, minority, and women's bar associations.

In August 2022, in order to expand where all Agency job openings are posted, DOT contracted with the vendor, Circa. Circa provides automated job distribution of all our openings to their job board network of 600 local and national employment and diversity sites. This is in addition to the 13 diversity recruitment websites listed in DOT's FY 2023 annual plan. Additionally, Circa provides automatic outreach to more than 1,500 diversity organizations via their outreach management system. These organizations include underrepresented groups such as veterans, people with disabilities, minorities, women, and LGBT groups.

In September 2022, DOT shared various job postings and vacancy notices with the Mayor's Office for People with Disabilities to post on their job board.

In FY 2023 Q2, in order to expand where all Agency job openings are posted, DOT continued its contract with the vendor, Circa. Circa provides automated job distribution of all our openings to their job board network of 600 local and national employment and diversity sites. This is in addition to the 13 diversity recruitment websites listed in DOT's FY 2023 annual plan. Additionally, Circa provides automatic outreach to more than 1,500 diversity organizations via their outreach management system. These organizations include underrepresented groups such as veterans, people with disabilities, minorities, women, and LGBT groups.

In FY 2023 Q2, DOT shared various job postings and vacancy notices with a number of CUNY schools (including Baruch, Bronx Community, Brooklyn, CCNY, Hunter, LaGuardia, Lehman, Manhattan Community, Medgar Evers, Queens, Queensborough Community, and York). Postings and vacancies were also sent to community-based, non-profit organizations (including NYCHA Cornerstone programs and the Renaissance Technical Institute) and other City agencies, such as DYCD, MOIA and MOPD.

In October 2022, DOT staff attended the City College of New York (CCNY) STEM Career Fair. Subsequently in November, 6 DOT panelists participated in an Engineering and Computer Science Virtual Career Event co-hosted by the CCNY Career and Professional Development Institute and the National Society of Black Engineers. We also held a Careers at DOT virtual info session for all CUNY students in October.

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In October 2022, DOT representatives attended MOPD's Career Exploration Fair as part of their program for National Disability Employment Awareness Month. Along with five other City agencies, we explained the work that DOT does, what open positions were available throughout the Agency, and how to apply for these positions.

In FY 2023 Q3, in order to expand where all Agency job openings are posted, DOT continued its contract with the vendor, Circa. Circa provides automated job distribution of all our openings to their job board network of 600 local and national employment and diversity sites. This is in addition to the 13 diversity recruitment websites listed in DOT's FY 2023 annual plan. Additionally, Circa provides automatic outreach to more than 1,500 diversity organizations via their outreach management system. These organizations include underrepresented groups such as veterans, people with disabilities, minorities, women, and LGBT groups.

In FY 2023 Q3, DOT shared various job postings and vacancy notices with a number of CUNY schools (including Baruch, Bronx Community, Brooklyn, CCNY, Hunter, LaGuardia, Lehman, Manhattan Community, Medgar Evers, Queens, Queensborough Community, and York). Postings and vacancies were also sent to community-based, non-profit organizations (including NYCHA Cornerstone programs and the Renaissance Technical Institute) and other City agencies, such as DYCD, MOIA and MOPD.

In February 2023, DOT held an engineering job fair for entry-level candidates looking for positions in civil, electrical, and mechanical engineering positions. Thirty-one candidates accepted job offers and are scheduled to start with the Agency in FY23 Q4.

In February 2023, DOT staff attended the NYC Government Job Fair, the first hiring hall of the season hosted by DCAS. Agency representatives interviewed about 100 candidates, and fifteen applicants were hired as Apprentice Inspectors.

In March 2023, DOT participated in an NYC Parks Career Fair at the Highbridge Recreation Center in Washington Heights. Attendees were able to learn more about full-time and seasonal job opportunities with Parks, FDNY, DCAS and the MTA in addition to DOT.

In March 2023, DOT staff attended the Chinatown Manpower Project (CMP) Job Fair. CMP is a not-for-profit workforce and economic development organization that includes a private career school licensed by the New York State Department of Education.

In March 2023, the DOT Commissioner and Human Resources staff met with representatives from the Hispanic Federation, a non-profit organization focused on supporting Hispanic communities through local, state, and national advocacy. Among other initiatives, the agency plans to participate in the Federation's quarterly meeting with their network of Community Based Organizations.

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In FY 2023 Q3, DOT participated in career fairs at various schools, including the City College of NY, CUNY Macaulay Honors College, NYU Wagner School of Public Service, and the NYU Tandon School of Engineering. The agency also attended a virtual Government, Education and Non-Profit Career Fair hosted by Georgetown University in conjunction with twelve other colleges.

In FY 2023 Q4, in order to expand where all Agency job openings are posted, DOT continued its contract with the vendor, Circa. Circa provides automated job distribution of all our openings to their job board network of 600 local and national employment and diversity sites. This is in addition to the 13 diversity recruitment websites listed in DOT's FY 2023 annual plan. Additionally, Circa provides automatic outreach to more than 1,500 diversity organizations via their outreach management system. These organizations include underrepresented groups such as veterans, people with disabilities, minorities, women, and LGBT groups.

In FY 2023 Q4, DOT shared various job postings and vacancy notices with a number of CUNY schools (including Baruch, Bronx Community, Brooklyn, CCNY, Hunter, LaGuardia, Lehman, Manhattan Community, Medgar Evers, Queens, Queensborough Community, and York). Postings and vacancies were also sent to community-based, non-profit organizations and other City agencies.

In FY 2023 Q4, DOT attended four citywide civil service hiring pools. These DCAS pools provide the Agency with increased access to job seekers who have passed civil service exams.

In FY 2023 Q4, DOT attended eleven DCAS Hiring Halls in every borough. Hiring managers from across the Agency conducted a few hundred on-the-spot interviews and extended more than 70 job offers.

In April 2023, DOT's Ferry division representatives attended the Offshore Wind and NYC Maritime and Freight Logistics Career Awareness Event, where high school students had the opportunity to meet with local industry leaders and discover exciting career opportunities. Ferries staff also attended the New York Veterans Job Fair in April, in which over 500 veterans were in attendance.

In May 2023, DOT attended the New York Public Library Annual Career Resources Fair for Teens, the Speaker Adrienne E. Adams Community Resource Expo, the Forest Hills High School College & Career Fair, the Our World Neighborhood Charter School Career Day, and the Hispanic Federation Career Expo. DOT's Executive Staff also hosted the leadership from all of the CUNY community colleges for the first Workforce Development Partnerships Roundtable.

In June 2023, DOT attended a joint engineering job fair with DDC, DEP, DOB and Parks. We made 18 job offers to entry-level and mid-level engineers.

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B. Internships/Fellowships

The agency is providing the following internship opportunities in FY 2023. [Note: Please update this information every quarter.]

Race/Ethnicity* [#s] * Use self-ID data obtained from NYCAPS; **Gender* [#s]** [N-B=Non-Binary; O=Other; U=Unknown] * Use self-ID data

1. Urban Fellows Total: 2

Race/Ethnicity* [#s]: Black___ Hispanic___ Asian/Pacific Islander___ Native American___ White 1 Two or more Races 1

Gender* [#s]: M 1 F 1 N-B ___ O ___ U ___

2. NYC Public Service Fellows Total: 9

Race/Ethnicity* [#s]: Black 2 Hispanic 2 Asian/Pacific Islander 4 Native American___ White___ Two or more Races___
Did not disclose 1

Gender* [#s]: M 4 F 5 N-B ___ O ___ U ___

3. Other (College Aides) Total: 107

Race/Ethnicity* [#s]: Black 18 Hispanic 20 Asian/Pacific Islander 38 Native American___ White 21 Two or more Races 6
Did not disclose 4

Gender* [#s]: M 61 F 45 N-B ___ O ___ U 1

4. Other (Summer Interns) Total: 9

Race/Ethnicity* [#s]: Black 2 Hispanic___ Asian/Pacific Islander 3 Native American___ White 3 Two or more Races 1
Did not disclose ___

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Gender* [#s]: M _7_ F _2_ N-B ___ O ___ U ___

Additional comments:

In FY 2023, DOT submitted eight Urban Fellows applications, and two Fellows were placed with our agency.

In FY 2023, DOT will continue to recruit both College Aides and Summer Interns from local and regional schools and via posting on the City's website. In addition to participating in career fairs, DOT will also hold agency-specific info sessions at CUNY schools in order to attract a diverse intern candidate pool.

In FY 2023 Q1, the agency participated in the Department of Youth and Community Development (DYCD) Summer Youth Employment Program (SYEP), the Ladders for Leaders Program, the Intern & Earn Program, and the Transportation Career Mentoring Program. DOT will continue to participate in DYCD internship programs in the summer of 2023.

In FY 2023 Q1, DOT partnered with local high schools to provide internships to students through the NYC Automotive HS Internship Program. We will continue to participate in CTE HS programs in the summer of 2023.

In FY 2023 Q2, DOT hosted interns from CUNY Hunter College and John Jay College through their college credit internship program.

In FY 2023 Q2, the agency participated in the Partnership for Inclusive Internships (PII) program. PII is a partnership between the Department of Social Services and AHRC New York City, a non-profit organization supporting people with disabilities. The internship program aims to provide work experience and a path to government employment for people with disabilities.

In FY 2023 Q3, ten NYC Public Service Fellows were placed at DOT from the CUNY Pathways program.

In FY 2023 Q3, the agency continued to participate in the Partnership for Inclusive Internships (PII) program. PII is a partnership between the Department of Social Services and AHRC New York City, a non-profit organization supporting people with disabilities. The internship program aims to provide work experience and a path to government employment for people with disabilities.

In FY 2023, DOT plans to establish a Marine Oiler Apprenticeship Program. Over the past several years, the NYC DOT Ferry Division has experienced recruitment difficulties for the title of Marine Oiler, while at the same time having vessel engineering staff of all titles depart for positions elsewhere, most notably for positions of the citywide Oiler title. While investigating measures to increase recruitment, Ferry Division

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staff contacted the Division's contracted maritime training vendor, the Maritime Institute of Technology and Graduate Studies ("MITAGS") and discovered they had successfully created a U.S. Coast Guard-approved engineering apprenticeship program for mariners to obtain the rating of Qualified Member of the Engine Department ("QMED") – the same endorsement required for the title of Marine Oiler. Given the ongoing recruitment challenges for the Marine Oiler title, the Ferry Division's interest in the program, and that a recently retired and respected Chief Marine Engineer is now employed at MITAGS, it was determined that establishing a Marine Oiler Apprenticeship Program for the Staten Island Ferry was a worthwhile pursuit. Such a program would address the Marine Oiler recruitment challenges and establish a direct and recurring pipeline of qualified candidates. To ensure program completion success, it is anticipated that candidates will be selected with some dimension of the maritime industry in their background, as well as a strong desire to pursue a career in the field. Ferry Division staff have contacted the Urban Assembly New York Harbor School ("Harbor School"), a NYC public high school, located on Governor's Island, for assistance in recruitment to the proposed Marine Oiler Apprenticeship Program. The Harbor School confirmed they would recommend successful former students with a strong math background and a general understanding of the maritime industry. Furthermore, given the demographic makeup of the Harbor School, candidates would hail from various communities across the City, which would help increase underrepresented demographics in the title of Marine Oiler – already a title designated by DOT's Workforce Profile as a "title of interest."

In the first quarter, the NYC DOT Ferry Division, in working with DCAS, has begun plans to launch the Marine Oiler Apprentice program, now named the Marine Oiler Trainee program. It was determined that this program would require approval from both NYS Department of Labor and US Department of Transportation, which would cause significant delay to the start of the program. DOT has submitted a request to DCAS to amend the specifications for the position of Marine Oiler. The amendment would remove a requirement for two years of experience while holding the QMED certificate. The Ferry Division believes that the time in the engine room required to obtain the QMED certificate would be sufficient for our needs. This change would also allow us to hire the trainees upon completion of their training period. Once the changes have been approved, DCAS will need to create a Marine Oiler Trainee position. OMB will need to tentatively approve wages for the trainee position, as well as costs involved with the program. OLR would negotiate the wages and conditions for the Marine Oiler Trainee position. Postings would be sent out for the Marine Oiler Trainee program. Concurrently, the Ferry Division would purchase and build out containers for portable technical classrooms to house machinery. Interviews of potential trainees would be conducted thereafter. DOT Ferries would finalize the trainee program requirements with MITAGS personnel and begin classes.

In the second quarter, the program has been delayed until DOT Ferry Division receives approval from DCAS to modify the Marine Oiler position's specifications. The current specifications call for the individual to have a QMED endorsement from the Coast Guard and two years of additional experience while holding the endorsement. We have asked DCAS to remove the two years of experience from the specs.

In the third quarter, DCAS has approved DOT Ferry Division's request to remove the two-year experience requirement from the Marine Oiler position. DOT Ferry Division will now request DCAS, Office of Labor Relations (OLR), and Office of Management and Budget (OMB) to create

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and approve the Marine Oiler Trainee as a new civil service title.

In the fourth quarter, DOT Ferry Division is waiting for DCAS to create the Marine Oiler Trainee title, which will be forwarded to the Mayor's Office of Labor Relations to negotiate terms and conditions with the union, Masters, Mates and Pilots. Finally, the title will be sent to the Office of Monetary Budgeting to determine if the program can proceed, based on the length of the trainee program, the number of participants, and the cost based on wages and benefits.

C. 55-A Program

The agency uses the 55-a Program to hire and retain qualified individuals with disabilities. Yes No

Currently, the agency employs the following number of 55-a participants:

Q1 (9/30/2022): 20 Q2 (12/31/2022): 20 Q3 (3/31/2023): 19 Q4 (6/30/2023): 18

During the 1st Quarter, a total of 0 new applications for the program were received.

During the 1st Quarter 1 participant left the program due to permanent promotion.

During the 2nd Quarter, a total of 1 new applications for the program were received.

During the 2nd Quarter 0 participants left the program due to [state reasons] _____.

During the 3rd Quarter, a total of 1 new applications for the program were received.

During the 3rd Quarter 1 participants left the program due to retirement.

During the 4th Quarter, a total of 1 new applications for the program were received.

During the 4th Quarter 1 participants left the program due to retirement.

The 55-a Coordinator has achieved the following goals:

1. Disseminated 55-a information –
by e-mail: Yes No

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in training sessions: Yes No
on the agency website: Yes No
through an agency newsletter: Yes No
Other: _____

2. Ensured that all competitive job postings included the 55-a language.
3. Participated in panels

V. Selection (Hiring and Promotion)

Please review Section VI of your FY 2023 Diversity, Equity, Inclusion and EEO Plan and describe your activities for this quarter below:

Please list additional **Selection Strategies and Initiatives** which you set/declared in your FY 2023 Diversity, Equity, Inclusion and EEO Plan (*e.g., use of structured interview, EEO or APO representatives observing interviews, review of placements, review of e-hire applicant data*).

1. Career Counseling: Advising employees of opportunities for promotion and career development; Notification of promotion/transfer opportunities.

❖ **Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?**

DOT posts information on the agency's intranet site regarding job openings, civil service exams, DCAS resources, agency training and professional development, and online learning and training. DOT's Human Resources Division emails all employees updates to this site, including all new job postings. Agency Personnel Coordinators ensure that employees without email receive the same information. The Career Counselor and the Training & Development Office continue to advise employees regarding promotional opportunities and career development, both through individual meetings and by conducting group info sessions.

In the second quarter, DOT's Human Resources Division continued to work towards this goal by taking the steps described above.

In the third quarter, DOT's Human Resources Division continued to work towards this goal by taking the steps described above.

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In fourth quarter, DOT's Human Resources Division continued to work towards this goal by taking the steps described above.

2. Reviewing the methods by which candidates are selected for appointment, promotion, or to fill vacancies (new hires), especially for mid- and high-level discretionary positions.

❖ **Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?**

For interview panels of titles where underutilization exist, panels are strongly encouraged to consist of three interviewers but must be comprised of at least two people. The panel must also, except in very unusual circumstances, be significantly diverse (that is, the interviewers must be represented by more than one gender and ethnicity). The panels must utilize a uses a standardized rating scale and candidate scorecard for all interviews, and each interviewer completes ratings sheets for every candidate interviewed.

In June 2018, DOT established a Promotion Review Committee (PRC) that is made up of the Executive Deputy Commissioner, the Chief Operations Officer (COO), the COO's Chief of Staff, the Commissioner's Chief of Staff, the Deputy Commissioner for Human Resources and Facilities Management, and the Assistant Commissioner for Equal Employment, Diversity and Inclusion. The PRC meets monthly to review all promotions for positions earning salaries of \$100,000 or more, considers and evaluates whether the promotions conform with agency policies and goals for a diverse and inclusive workforce, confirms that the promotions are equitable among staff with comparable job titles and functions across divisions, and certifies that the cost of the promotions are covered within the agency's budget. High-level appointments and promotions are also required to follow DOT's Structured Hiring Guidelines.

DOT's second quarter steps/actions for this goal are the same for the first quarter.

In the third quarter, EDI, in collaboration with PDAM, has begun the analysis of promotion and salary increases at the agency, to analyze the equity of DOT's practices regarding salary raises.

DOT's fourth quarter steps/actions for this goal are the same for the third quarter.

3. Describe the role of agency EEO Officer and other EEO staff in the selection of candidates for appointment or promotion (pre- and post-appointment).

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The EEO Office and/or DOT’s Human Resources Division (“HR”) participate in oversight at resume selection stage by reviewing the resumes selected. The EEO Office and/or HR will hold the hiring process if upon review there are candidates who are not qualified but are selected for interviews or if diverse and qualified candidates are not selected for an interview but, based on a review of their resume, they are determined to be otherwise qualified for the position sought.

The EEO Office and/or HR also confirms interview panels are compliant with the Structured Hiring Guidelines.

The EEO Office and/or HR approves interview questions.

The EEO Office and/or HR staff perform advisory role and conduct post-audit reviews.

The EEO Office and/or HR participate in oversight at interviews and candidate selection:

Review by HR and/or the EEO Office after first (and subsequent) round interviews.

HR will hold hiring process if upon review rating sheets from each round of interviews are not satisfactory and if applicants advancing are not otherwise qualified for the position sought.

The EEO Office will perform advisory role and will conduct post-audit review.

Review by HR and/or the EEO Office for final selection.

HR will hold hiring process if rating sheets are not satisfactory and if final selection process did not follow Structured Hiring Guidelines.

The EEO Office will perform an advisory role and will conduct post-audit reviews.

As mentioned above, the DOT’s EEO Officer is a member of the PRC, which meets monthly to review all promotions for positions earning salaries of \$100,000 or more, considers and evaluates whether the promotions conform with agency policies and goals for a diverse and inclusive workforce, confirms that the promotions are equitable among staff with comparable job titles and functions across divisions, and certifies that the cost of the promotions are covered within the agency’s budget.

4. Analyzing the impact of layoffs or terminations on racial, gender and age groups. There were no layoffs or terminations due to fiscal/operational reasons during this quarter.

5. Other: N/A

During this Quarter the Agency activities included:	# of Vacancies	# of New Hires	# of New Promotions
Q1	# <u>604</u>	# <u>197</u>	# <u>249</u>
Q2	# <u>693</u>	# <u>93</u>	# <u>198</u>
Q3	# <u>531</u>	# <u>128</u>	# <u>207</u>

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Q4 # 324 # 302 # 283

VI. Training

Please provide your training information in Part II of the report “Diversity, Equity, Inclusion and EEO Training Summary” (in MS Excel).

VII. Reasonable Accommodation

Please report all reasonable accommodation requests and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at: <https://mspwwa-dcslnx01.csc.nycnet/Login.aspx>

VIII. Compliance and Implementation of Requirements Under Executive Orders and Local Laws

A. Local Law 92: Annual Sexual Harassment Prevention training

Please provide Sexual Harassment Prevention Training Information in Part II of the report “Diversity, Equity, Inclusion and EEO Training Summary” (in MS Excel).

B. Local Law 97: Annual Sexual Harassment Reporting

The agency has entered the sexual harassment Complaint Data in the DCAS Citywide Complaint Tracking System and updates the information as they occur.

Q1

Q2

Q3

Q4

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- The agency has entered **all types of complaints** in the DCAS Citywide Complaint Tracking System and updates the information as they occur.
- The agency ensures that complaints are closed within 90 days.

Report all complaints and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at: <https://mspwwa-dcslnx01.csc.nycnet/Login.aspx>

C. Executive Order 16: Training on Transgender Diversity and Inclusion

Please provide E.O. 16 Training Information in Part II of the report “Diversity, Equity, Inclusion and EEO Training Summary” (in MS Excel).

D. Local Law 101: Climate Survey

Please describe your progress this quarter in implementing the primary goals in Appendix B of your Agency Diversity, Equity, Inclusion and EEO Plan for FY 2023.

Please list the actions, initiatives, programs, or policies included in *Appendix B: 2020 Climate Survey Action Plan*, which you set/declared in your FY 2023 Diversity, Equity, Inclusion and EEO Plan.

1. Increase employees’ familiarity with the EEO Policy.

DOT will annually conduct its own Climate Survey in alignment with Local Law 101 and utilizing the format of the 2020 survey to allow for continued, but internal, assessment of employees’ general awareness and knowledge of the City’s Equal Employment Opportunity (EEO) Policy, including but not limited to sexual harassment policies and prevention at city agencies, especially the DOT, including employee experience with and knowledge of reporting of prohibited acts. Data gleaned from these annual surveys will inform future Climate Survey Action Plans.

Every year, the EEO Office will circulate an agency wide email that will include, among other EEO resources, electronic copies of the revised EEO Policy.

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Every six months, the EEO Office will post on DOT's SharePoint homepage a description of the agency EEO office and its office and staff contact information, with links to relevant intranet sites and resources, highlighting the revised EEO Policy, and providing a direct link to it. These posts will include either a refresher of current EEO protections or raise awareness to recent EEO developments.

EEO Liaisons will ensure that the revised EEO Policy is posted in their locations and provide hard copies of the same to staff upon request. The EEO Office will ensure that liaisons have sufficient supply of hard copies of the revised EEO Policy.

Annually, the EEO Office will review, and update accordingly, the EEO training provided to new hires, and ensure all new hires are adequately trained on and provided a copy of the revised EEO Policy.

❖ **Please describe the steps that your agency has taken to meet these goals. What steps were taken to evaluate effectiveness of these actions?**

In the first quarter, the EEO Office began preliminary discussions about how to conduct its own Climate Survey.
In the first quarter, EEO Liaisons were tasked with posting within their respective areas all EEO-related postings.

In the second quarter, the EEO office continued to work towards this goal by taking the steps described above, continuing to develop its Climate Survey strategy and having EEO Liaisons regularly post and maintain EEO-related materials agencywide.

In the second quarter, the EEO Office's lead trainer updated the agency's "Everybody Matters: EEO and Diversity and Inclusion" training based and conducted EEO trainings for new hires when contacted by DOT's Training and Development Unit and will continue to do so.

In the third quarter, the EEO Office continued to work towards this goal by taking the steps described above, continuing to develop its Climate Survey strategy, and having EEO Liaisons regularly post and maintain EEO-related materials agencywide.

In the fourth quarter, the EEO Office continued to work towards this goal by taking the steps described above, continuing to develop its Climate Survey strategy, and having EEO Liaisons regularly post and maintain EEO-related materials agencywide.

In the fourth quarter, the EEO Office drafted DOT's own Climate Survey and plans to launch it in FY 2024.

On May 1, 2023, the EEO Office's lead trainer conducted a new hire orientation, which trained new hires on EEO policy for both New York

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City and NYC DOT. 35 participants attended this training.

2. **Improve the EEO Office's visibility to the workforce.**

Every six months, the EEO Office will circulate an agency wide email that will include, among other resources, office and staff contact information.

Twice every quarter, an EEO Office representative will visit a separate DOT location for an hour long "meet and greet" with supervisors, managers, and staff, during which time the EEO Office representative will provide EEO office and staff contact information, and also provide information and answer general questions about the EEO Office, and the EEO Policy, reporting complaints, and requesting reasonable accommodations. An emphasis will be placed on visiting the most isolated staff and locations ahead of those with more ready access to the EEO Office.

Introduction of returning and new EEO Liaisons to their respective areas. The EEO Liaison Program launched in 2018, with 28 liaisons dispersed across the agency. In July 2022, and in collaboration with the DOT's Human Resources Division, Performance Analytics Unit, and Division Personnel Coordinators, the EEO Office has expanded the liaison pool to 45, strategically placed throughout the agency, who will be provided with updated training and data collection and reporting tools. The EEO Office expects to begin accepting EEO Liaison applications in December 2022, and complete selection and their introductions in early 2023.

Every quarter, the EEO Office will circulate an agency wide newsletter that will include, among other resources and information, updates on both agencywide and citywide DEI initiatives.

❖ **Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?**

In the first quarter, the EEO Office met regularly with the EEO Liaisons and began finalizing the process for the launching and selecting new EEO Liaisons meant to provide more complete coverage of the agency.

In the first quarter, the EEO Office's Diversity Specialist has begun development of an EEO-related newsletter with the expectation that a launch proposal be ready by the end of this year.

In the second quarter, the EEO Office met with the EEO Liaisons on October 28, 2022, and November 30, 2022, and continued preparation for the launch of the new liaison recruitment effort.

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In the second quarter, the EEO-related newsletter continued development and the launch proposal is tentatively planned for the start of the third quarter.

In the second quarter, the EEO Office's lead trainer conducted a training on the Structured Hiring Program to the current EEO Liaisons and plans to provide this training and other trainings to all new liaisons as needed.

In the third quarter, the EEO Office with the EEO Liaisons on January 25, 2023, February 22, 2023, and March 29, 2023. The EEO Office also launched the recruitment period for new EEO Liaisons, with targeted email blasts to specific divisions that required more EEO Liaisons.

In the third quarter, the EEO Office's Diversity Specialist has begun developing (1) a flyer to introduce employees to and provide them with contact information to the EEO Office, and (2) a sexual harassment prevention flyer.

In the third quarter, the EEO Office's lead trainer made updates to the Structured Hiring Guide and training deck on DOT's Structured Hiring program.

In the fourth quarter, the EEO Office's Diversity Specialist created a list of DOT work sites, with a special attention to remote field sites, to visit for the proposed "meet and greets," and began to draft a presentation that will provide information and answer general questions about the EEO Office, and the EEO Policy, reporting complaints, and requesting reasonable accommodations.

In the fourth quarter, the EEO Office received 9 new applications for the EEO Liaisons Program, and worked with the Office of the Advocate to vet the applicants. The applicants who pass the vetting process, will receive their notice of acceptance in FY 2024's first quarter. The EEO Liaison Class of 2023 is expected to begin its term in Quarter 1, FY 2024.

In the fourth quarter, the EEO Office's lead trainer continued to update the Structured Hiring Guide and training deck on DOT's Structured Hiring program.

3. Improve employees' knowledge of the EEO complaint process, including where and how to file a formal complaint, and what happens after a complaint is filed.

EEO Liaison Complaint Process Training – Liaisons will receive training on the complaint process and serve as a resource for employees

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with questions about filing a discrimination complaint. EEO Liaisons will advertise this resource in a physical posting at their location. The EEO Office will provide the posting for them to do so.

Continuation and updating of the annual DOT EDI Talk. These are guided discussions DOT supervisors and managers are required to lead annually with their subordinates about, among other things, employee protections under the EEO Policy from discrimination, harassment, and retaliation because of their actual or perceived membership in a protected category, and the EEO complaint process. DOT requires that all managers and supervisors present the DOT EDI Talks to their direct reports orally during meetings, at least once each year using a script provided by the EEO Office, and employees are required to acknowledge having received the talk. DOT's second annual DOT EDI Talks launched in June 2022, and the third iteration is planned for June 2023. This June 2023 talk will be updated to include greater detail about the EEO Complaint Process.

Every six months, the EEO Office will circulate an agency wide email that will include, among other resources, the Complaint Process at a Glance sheet.

DOT is now in early stages of creating an EEO dashboard/visualization platform that will, among other things, provide DOT complaint data and trend analysis available for agency staff consumption. This data and trend analysis will include information of the EEO complaint process, including where and how to file a formal complaint, and what happens after a complaint is filed. We expect this new tool to be operational by December of 2022.

❖ **Please describe the steps that your agency has taken to meet these initiatives/strategies. What steps were taken to evaluate effectiveness of these actions?**

In the first quarter, the EEO Office's lead trainer has begun drafting a complaint process training for EEO Liaisons.

In the first quarter, DOT's second annual DOT EDI Talks launched in June 2022, and concluded in September 2022 with a 91% agency wide completion, significantly greater than 2021's 69% completion.

In the first quarter the EEO Office held discussions with PDAM and IT&T regarding the launch of an internal EEO tracking and reporting tool (EEO dashboard/visualization platform – see above) that will provide appropriate EEO-related data to the agency at large, with a focus on transparency in the number of complaints and reasonable accommodations received and their outcomes. This application is in a preliminary stage but is expected to launch in early 2023.

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In the second quarter, the EEO Office's lead trainer updated the agency's "Everybody Matters: EEO and Diversity and Inclusion" training based upon the updates that have been provided to him by the EEO Office. The lead trainer anticipates finalizing a training on the EEO Complaint Process by the start of the third quarter.

In the third quarter, the EEO Office's Diversity Specialist has begun developing (1) a flyer to introduce employees to and provide them with contact information to the EEO Office, and (2) a sexual harassment prevention flyer.

In the third quarter, the EEO Office's lead trainer has continued to develop the aforementioned training on the EEO Complaint Process.

In the fourth quarter, the EEO Office's lead trainer has continued to develop the aforementioned training on the EEO Complaint Process.

On May 1, 2023, the EEO Office's lead trainer conducted a new hire orientation, which trained new hires on EEO policy for both New York City and NYC DOT. 35 participants attended this training.

In the fourth quarter, DOT's third annual DOT EDI Talks launched in June 2023, and will conclude in August 2023.

4. Increase employees' understanding of protected rights and prohibition of discrimination, including sexual harassment, in the workplace.

Continuation and updating of the annual DOT EDI Talk. These are guided discussions DOT supervisors and managers are required to lead annually with their subordinates about, among other things, employee protections under DOT's sexual harassment prevention policies and the EEO Policy's protections from discrimination, retaliation, and harassment, with a focus on sexual harassment. DOT requires that all managers and supervisors present the DOT EDI Talks to their direct reports orally during meetings, at least once each year using a script provided by the EEO Office, and employees are required to acknowledge having received the talk. DOT's second annual DOT EDI Talks launched in June 2022, and the third iteration is planned for June 2023. This June 2023 talk will be updated to include greater detail about employees' protected rights and the prohibition of discrimination, including sexual harassment, in the workplace.

Annually, the EEO Office will review, and update accordingly, the EEO training provided to new hires, and ensure all new hires are adequately trained on employee protections under DOT's sexual harassment prevention policies and the EEO Policy's protections from discrimination, retaliation, and harassment, with a focus on sexual harassment.

❖ **Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these**

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actions?

In the first quarter, DOT's second annual DOT EDI Talks launched in June 2022, and concluded in September 2022 with a 91% agency wide completion, significantly greater than 2021's 69% completion.

In the second quarter, the EEO Office's lead trainer updated the agency's "Everybody Matters: EEO and Diversity and Inclusion" training and began preparations to update the Sexual Harassment Prevention training for new hires. The lead trainer also conducted EEO trainings for new hires when contacted by DOT's Training and Development Unit and will continue to do so.

In the third quarter, EEO Office's lead trainer has finalized and submitted to DCAS for approval, DOT's in-person Sexual Harassment Prevention training for new hires.

In the third quarter, the EEO Office's Diversity Specialist has begun developing (1) a flyer to introduce employees to and provide them with contact information to the EEO Office, and (2) a sexual harassment prevention flyer.

In the fourth quarter, DCAS approved the curriculum for DOT's in-person Sexual Harassment Prevention Training for new hires. The EEO Office's lead trainer was also certified by DCAS through their Train the Trainer program to conduct DOT's in-person Sexual Harassment Prevention training for new hires.

On May 1, 2023, the EEO Office's lead trainer conducted a new hire orientation, which trained new hires on EEO policy for both New York City and NYC Department of Transportation. 35 participants attended this training.

In the fourth quarter, the lead trainer conducted Sexual Harassment Prevention three times: on June 5th (9 participants), on June 28th (57 participants), and on July 3rd (49 participants).

In the fourth quarter, DOT's third annual DOT EDI Talks launched in June 2023, and will conclude in August 2023.

5. Improve managers' and supervisors' awareness of measures that an employee may take to report any violations under the EEO Policy, including discrimination and sexual harassment.

Continuation and updating of the annual DOT EDI Talk. These are guided discussions DOT supervisors and managers are required to lead annually with their subordinates about, among other things, measures that an employee may take to report any violations under the EEO Policy, including discrimination and sexual harassment. DOT requires that all managers and supervisors present the DOT EDI Talks to

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their direct reports orally during meetings, at least once each year using a script provided by the EEO Office, and employees are required to acknowledge having received the talk. DOT's second annual DOT EDI Talks launched in June 2022, and the third iteration is planned for June 2023. This June 2023 talk will be updated to include greater detail about the measures that an employee may take to report any violations under the EEO Policy, including discrimination and sexual harassment.

EEO Training for Managers & Supervisors – Similar to the DOT EDI Talk given to subordinates, EDI will create and conduct an EEO training for managers and supervisors, that will include, among other EEO-related matters, the measures that an employee may take to report any violations under the EEO Policy, including discrimination and sexual harassment. The EEO Office expects this new training to launch by January of 2022.

❖ **Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?**

In the first quarter, DOT's second annual DOT EDI Talks launched in June 2022, and concluded in September 2022 with a 91% agency wide completion, significantly greater than 2021's 69% completion.

In the first quarter, the EEO Office's lead trainer, in collaboration with the Assistant Commissioner of EEO, has started drafting an EEO training for managers and supervisors similar to the one they are required to give to their subordinates as part of the DOT EDI Talk.

In the second quarter, the EEO Office's lead trainer, in collaboration with the Assistant Commissioner of EEO, is finalizing an EEO training for managers and supervisors similar to the one they are required to give to their subordinates as part of the DOT EDI Talk.

In the third quarter, the EEO Office's lead trainer, in collaboration with the Assistant Commissioner of EEO, finalized an EEO training on Reasonable Accommodations for managers and supervisors similar to the one they are required to give to their subordinates as part of the DOT EDI Talk. This training was conducted for managers and supervisors on DOT's Roadway Repair and Maintenance (RRM) Division on: January 30, 2023; February 2, 2023; February 6, 2023; February 9, 2023; February 16, 2023; February 21, 2023; and February 23, 2023. The EEO Office is seeking to make this Reasonable Accommodations training a yearly training for all DOT managers and supervisors.

In the fourth quarter, the EEO Office continued its plan to expand the EEO training on Reasonable Accommodations for all DOT manager and supervisors.

In the fourth quarter, DOT's third annual DOT EDI Talks launched in June 2023, and will conclude in August 2023.

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6. Improve managers' and supervisors' knowledge of whom and where to direct employees who may want to discuss a complaint (s) under the EEO Policy.

Continuation and updating of the annual DOT EDI Talk. These are guided discussions DOT supervisors and managers are required to lead annually with their subordinates about, among other things, measures that an employee may take to report any violations under the EEO Policy, including discrimination and sexual harassment. DOT requires that all managers and supervisors present the DOT EDI Talks to their direct reports orally during meetings, at least once each year using a script provided by the EEO Office, and employees are required to acknowledge having received the talk. DOT's second annual DOT EDI Talks launched in June 2022, and the third iteration is planned for June 2023. This June 2023 talk will be updated to include greater detail about the measures that an employee may take to report any violations under the EEO Policy, including discrimination and sexual harassment.

EEO Training for Managers & Supervisors – Similar to the DOT EDI Talk given to subordinates, EDI will create and conduct an EEO training for managers and supervisors, that will include, among other EEO-related matters, the measures that an employee may take to report any violations under the EEO Policy, including discrimination and sexual harassment. The EEO Office expects this new training to launch by January of 2023.

❖ Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?

In the first quarter, DOT's second annual DOT EDI Talks launched in June 2022, and concluded in September 2022 with a 91% agency wide completion, significantly greater than 2021's 69% completion.

In the first quarter, the EEO Office's lead trainer, in collaboration with the Assistant Commissioner of EEO, has started drafting an EEO training for managers and supervisors similar to the one they are required to give to their subordinates as part of the DOT EDI Talk.

In the second quarter, the EEO Office's lead trainer, in collaboration with the Assistant Commissioner of EEO, is finalizing an EEO training for managers and supervisors similar to the one they are required to give to their subordinates as part of the DOT EDI Talk.

In the third quarter, the EEO Office's lead trainer, in collaboration with the Assistant Commissioner of EEO, finalized an EEO training for managers and supervisors similar to the one they are required to give to their subordinates as part of the DOT EDI Talk. This training was conducted for managers and supervisors on DOT's Roadway Repair and Maintenance (RRM) Division on: January 30, 2023; February 2, 2023; February 6, 2023; February 9, 2023; February 16, 2023; February 21, 2023; and February 23, 2023.

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In the fourth quarter, the EEO Office continued its plan to expand the EEO training on Reasonable Accommodations for all DOT manager and supervisors.

In the fourth quarter, DOT's third annual DOT EDI Talks launched in June 2023, and will conclude in August 2023.

7. Other: Reduce the incidents of workplace discrimination personally experienced and/or witnessed by employees.

Expanded use of Structured Hiring beyond titles of interest, into titles to monitor with the goal of subjecting all hiring to structured hiring guidelines and requirements.

Targeted and focused EEO training and interventions where high rates of discrimination are being reported, specifically on the bases of Age, Sexual Harassment, Color, National Origin/Ethnicity, Pay/Salary History, and Race.

Enforcing and enacting the DOT's DE&I and EEO FY2023 Plan, to include the Climate Survey Action Plan.

❖ Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?

In the first quarter, the EEO Office launched a demographic analysis of all interview panels to determine the extent of diversity within non-title of interest interview panels. This analysis is expected to be completed before the end of this year and the results applied to future interview panels.

In the first quarter, the EEO Office is working with DOT Human Resources and an MWBE to provide Ageism-based training to Agency staff involved in the hiring process and supervisors. The training, "Preventing Age Discrimination in the Workplace," is expected to launch by the end of 2022 or the start of 2023.

In the second quarter, the EEO Office completed an analysis of all interview panels to determine the extent of diversity within non-title of interest interview panels. The Assistant Commissioner of EEO will present the findings and analysis to the Commissioner and Executive staff in early 2023.

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In the second quarter, the EEO Office's lead trainer developed trainings on (1) "Racial Bias," (2) "Microaggressions," and (3) "How to Handle Difficult Co-Workers," and updated the agency's training "Everybody Matters: EEO and Diversity and Inclusion." The EEO Office is also continuing to work with DOT Human Resources and an MBWE to develop and launch Ageism-based training.

In the third quarter, the EEO Office, in collaboration with PDAM, began the development of a report on the demographic analysis of all interview panels to determine the extent of diversity within non-title of interest interview panels. The EEO Office expects to finish the report and present it to DOT's Executive Staff in the fourth quarter.

In the third quarter, the EEO Office's lead trainer is currently waiting for approval on the training decks for (1) "Racial Bias," (2) "Microaggressions," and (3) "How to Handle Difficult Co-Workers."

In the fourth quarter, the Assistant Commissioner of DOT's EEO Office, in collaboration with DOT's senior staff, launched the new Diversity, Equity and Inclusion (DE&I) Committee, which reconfigured membership to better reflect and allow for more focused and deliberation attention to all of DOT's Diversity, Equity, and Inclusion programs, projects, and initiatives. In May, the DE&I Committee met with DOT's ERGs, and will continue to meet with various stakeholders and DEI program leaders on a quarterly basis.

8. Other: Improve employee reporting of discrimination experienced to the agency EEO Office.

Expand visibility of EEO Office through aforementioned semiannual agency wide email, EEO Office representative site visits, and the continuation and expansion of EEO Liaison program.

Improve employees' knowledge of the EEO complaint process through aforementioned EEO Liaison complaint process training, continuation of the DOT EDI Talk, semiannual agency-wide circulation of the Complaint Process at a Glance sheet, and creation of the EEO dashboard/visualization tool to provide transparency in hopes of building employee confidence in complaint reporting.

❖ Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?

In the first quarter the EEO Office met regularly with the EEO Liaisons and began finalizing the process for the launching and selecting new EEO Liaisons meant to provide more complete coverage of the agency.

In the first quarter, EEO Liaisons were tasked with posting within their respective areas all EEO-related postings.

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In the second quarter, the EEO Office to work towards this goal by taking the steps described above, conducting monthly check-in meetings with EEO Liaisons, tasking Liaisons to post within their respective areas all EEO-related postings, and finalizing preparations for the EEO Liaisons program expansion in early 2023.

In the second quarter, the EEO Office's lead trainer has updated the agency's "Everybody Matters: EEO and Diversity and Inclusion" training based upon the updates that have been provided to him by the EEO Office and has begun to draft a training that specifically addresses the EEO complaint process.

In the third quarter, the EEO office continued to work towards this goal by taking the steps described above, continuing to develop its Climate Survey strategy and having EEO Liaisons regularly post and maintain EEO-related materials agencywide.

On February 21, 2023, EDI launch the recruitment period for new liaisons, and sent targeted email blasts to divisions that required additional liaisons. The recruitment period has ended, and EDI is beginning the selection process to assess the applications received. The new EEO Liaisons are expected to begin their terms in the fall of 2023.

In the fourth quarter, the EEO Office's Diversity Specialist created a list of DOT work sites, with a special attention to remote field sites, to visit for the proposed "meet and greets," and began to draft a presentation that will provide information and answer general questions about the EEO Office, and the EEO Policy, reporting complaints, and requesting reasonable accommodations.

In the fourth quarter, the EEO Office received 9 new applications for the EEO Liaisons Program, and worked with the Office of the Advocate to vet the applicants. The applicants who pass the vetting process, will receive their notice of acceptance in FY 2024's first quarter. The EEO Liaison Class of 2023 is expected to begin its term in Quarter 1, FY 2024.

In the fourth quarter, DOT's third annual DOT EDI Talks launched in June 2023, and will conclude in August 2023.

9. Other: Improve employees' perceptions of workplace protections from EEO Violations.

Improve transparency and accountability to foster improved experience and perception of workplace protections from EEO violations agency wide. This will be accomplished through the application of this annual plan and accompanying Climate Survey Action Plan. Agency wide, as regards EEO-related matters, transparency and accountability will be the driving policies.

Ensure the workforce is current and compliant with mandatory EEO and D&I trainings.

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❖ **Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?**

In the first quarter the EEO Office held discussions with PDAM and IT&T regarding the launch of an internal EEO tracking and reporting tool (EEO dashboard/visualization platform – see above) that will provide appropriate EEO-related data to the agency at large, with a focus on transparency in the number of complaints and reasonable accommodations received and their outcomes. This application is in a preliminary stage but is expected to launch in early 2023.

In the first quarter DOT completed its mandatory sexual harassment training and obtained 97% training completion rate. In order to reach this high completion rate, DOT made efforts to timely resolve new-employee ID issues that prevented them from accessing the training and tracked employees on leave to ensure those who returned to work during the training cycle were encouraged to take the training before the end of the cycle. For those employees with limited opportunity and/or access to computers, DOT made special arrangements to enable them to access the training, and regularly contacted division leaders to discuss measures to encourage their staff to take the training and arrange work schedules to allow time for it. DOT intends to improve upon and utilize these and other methods to ensure workforce compliance with future mandatory EEO and D&I trainings.

In the second quarter, the EEO Office, in collaboration with PDAM, continued to work towards the launch of an EEO tracking and reporting tool.

In the second quarter, the EEO Office's lead trainer continued to deliberately track workforce compliance with mandatory EEO and D&I trainings.

In the third quarter, the EEO Office continued to work towards this goal by taking the steps described above, continuing to develop its Climate Survey strategy and having EEO Liaisons regularly post and maintain EEO-related materials agencywide.

In the fourth quarter, the EEO Office continued to work towards this goal by taking the steps described above, continuing to develop its Climate Survey strategy and having EEO Liaisons regularly post and maintain EEO-related materials agencywide.

10. Other: Improve employees' perceptions of racial equity in the workplace.

Sponsor Town Halls on race, equity, and inclusion, where employees have the opportunity and are encouraged to pose questions, raise issues, voice their concerns, about internal racial dynamics at DOT, and provide suggestions for improving those dynamics – suggestions

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that will then, upon consideration, be put into action.

Annual agency-wide dissemination of DOT's Workforce Profile Report documenting, in part, racial equity in the workforce over time.

❖ **Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?**

In the first quarter the EEO Office has held meetings with individuals interested in the formation of and being a part of the DOT's Advancement of Black and Brown Women in DOT (ABBW) Working Group. Currently the group has a draft mission statement and work on a charter has begun. As part of this process, a Town Hall is under consideration to announce the formation of the group and provide employees opportunity to join.

In the first quarter, the latest version of the Workforce Profile Report (CY21) was released to the agency's executive staff as well as division heads in May of 2022, and then posted on the agency's internal Sharepoint page for employee access.

In the second quarter, the EEO Office continued holding meetings to plan the formation and launch ABBW, with meetings on October 7th and November 4th, 2022. For the next quarter, ABBW will continue to plan for its launch and invite DOT employees to join, in collaboration with DOT's senior staff. The mission statement was also updated this quarter to more specifically describe the group's goals and how those goals will be achieved.

In the third quarter, the EEO Office continued to hold meetings to plan the formation and launch of the ABBW Working Group, with meetings on January 6, 2023, and February 8, 2023. This quarter, ABBW Working Group continued preparations to recruit and interview potential board members, mentors, and general members.

In the third quarter, the EEO Office's lead trainer is currently waiting for approval on the training decks for (1) "Racial Bias," (2) "Microaggressions," and (3) "How to Handle Difficult Co-Workers."

In the fourth quarter, the Performance Management team released the CY2022 Workforce Profile Report to the Executive Staff, Diversity, Equity, and Inclusion (DE&I) Committee and our Employee Resource Groups. The report incorporated the results of the above-mentioned survey, which is the first time the agency has been able to report on the LGBTQ+ and Disabled population at DOT. Additionally, the findings from this year's Workforce Profile report were analyzed and discussed at many meetings as there were both positive and not-positive trends. The agency is applauding the positive developments while looking for new ways to address the findings that were not so

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positive, including revamping the Structured Hiring Program to address gaps in its efficacy. The 2022 Workforce Profile Report will be released on SharePoint, NYC DOT's intranet website.

11. **Other: Address employees' training needs and desires.**

Encourage, and make available to all agency staff on an ongoing basis, trainings on EEO-related matters, with a focus on racial, cultural, and interpersonal competency trainings.

❖ **Please describe the steps that your agency has taken to meet this goal. What steps were taken to evaluate effectiveness of these actions?**

In the first quarter the EEO Office and DOT Human Resources Division have partnered with two MWBEs to develop Emotional Intelligence and Leadership trainings for current ERG leaders, and discussions are ongoing regarding the inclusion of past ERG leaders and current EEO Liaisons. These trainings are still in their development stage with an expected launch at the beginning of next year.

In the second quarter, the EEO Office and DOT Human Resources Division have partnered with two MWBEs to prepare and launch Emotional Intelligence and Leadership trainings for current ERG leaders commencing in January 2023.

In the second quarter, the EEO Office's lead trainer has developed trainings on (1) "Racial Bias," (2) "Microaggression," and (3) "How to Handle Difficult Co-Workers," and updated the agency's training "Everybody Matters: EEO and Diversity and Inclusion."

In the third quarter, the EEO Office and DOT Human Resources Division launched the ERG Leadership Training Program, focusing on emotional intelligence and ERG leadership skills, and ran from January to March 2023.

In the third quarter, the EEO Office's lead trainer is currently waiting for approval on the training decks for (1) "Racial Bias," (2) "Microaggressions," and (3) "How to Handle Difficult Co-Workers."

In the third quarter, the EEO Office, in collaboration with DOT Human Resources Division and LGBT@DOT Employee Resource Group, is partnering with a MWBE to launch a training program on Transgender, Gender Non-conforming/Non-Binary people, to increase employees' sensitivities towards this community. This training is expected to take place in the fourth quarter.

In the fourth quarter, the EEO Office, in collaboration with DOT Human Resources Division and LGBT@DOT Employee Resource Group, partnered with a MWBE to launch a virtual training event, *Transgender, Gender Non-Conforming/Non-Binary Cultural Sensitivity and*

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Competency Training on June 28, 2023. The purpose of the training was to increase DOT employees' sensitivity and competency towards Transgender, Gender Non-Conforming/Non-Binary individuals.

In the fourth quarter, as a follow-up to the ERG Leadership Training program that took place earlier, EDI, in collaboration with Human Resources Division's Training and Development Unit organized one-on-one coaching opportunities for ERG leaders with one of the instructors of the training program. 4 coaching sessions took place on June 26, 2023, and another 4 took place on July 11, 2023. Further sessions for the ERG leaders will be scheduled throughout FY 2024.

IX. Audits and Corrective Measures

Please choose the statement that applies to your agency.

The agency is NOT involved in an audit conducted by NYC Equal Employment Practice Commission (EEPC) or another governmental agency specific to our EEO practices.

The agency is involved in an audit; please specify who is conducting the audit: _____.

Attach the audit recommendations by EEPC or the other auditing agency.

The agency has submitted or will submit to DCAS Citywide Equity and Inclusion an amendment letter, which shall amend the agency plan for FY 2022.

The agency received a Certificate of Compliance from the auditing agency.

Please attach a copy of the Certificate of Compliance from the auditing agency.

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Appendix A: EEO Personnel Details

EEO Personnel For 4th Quarter, FY 2023

Personnel Changes

Personnel Changes this Quarter: <input type="checkbox"/> No Changes		Number of Additions: 1	Number of Deletions: 1
Employee's Name & Title	1. Bellonne Pierre-Canel	2. Angela Ball	3.
Nature of change	<input type="checkbox"/> Addition <input checked="" type="checkbox"/> Deletion	<input checked="" type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion
Date of Change in EEO Role	Start Date or Termination Date: 04/07/2023	Start Date or Termination Date: 04/17/2023	Start Date or Termination Date:
Employee's Name & Title			
Nature of change	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion
Date of Change in EEO Role	Start Date or Termination Date:	Start Date or Termination Date:	Start Date or Termination Date:
For New EEO Professionals:			
Name & Title	4. Angela Ball	5.	6.
EEO Function	<input checked="" type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (Diversity)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)
Percent of Time Devoted to EEO	<input checked="" type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):
Name & Title			
EEO Function	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)
Percent of Time Devoted to EEO	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):

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EEO Training Completed within the Last <u>Two</u> Years, including the Current Quarter (EEO and D&I Officers, Deputies, and All New EEO Professionals):			
Name & EEO Role	1. Benjamin Graham, EEO Officer	2. Angela Ball	3. Andrew Sonpon, EEO Investigator
Completed EEO Trainings:			
1. Everybody Matters-EEO and D&I	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Sexual Harassment Prevention	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. IgbTq: The Power of Inclusion	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Disability Awareness & Etiquette	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Unconscious Bias	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. Microaggressions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
7. EEO Officer Essentials: Complaint/Investigative Processes	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
8. EEO Officer Essentials: Reasonable Accommodation	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
9. Essential Overview Training for New EEO Officers	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
10. Understanding CEEDS Reports	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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EEO Personnel Training Continued:

EEO Training completed within the last <u>two</u> years, including the Current Quarter (EEO and D&I Officers, Deputies, and all new EEO Professionals):			
Name & EEO Role	4. Melissa Britton	5. Christopher Lee, Diversity Specialist	.
Completed EEO Trainings:			
1. Everybody Matters-EEO and D&I	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Sexual Harassment Prevention	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. IgbTq: The Power of Inclusion	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Disability Awareness & Etiquette	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. Unconscious Bias	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Microaggressions	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. EEO Officer Essentials: Complaint/Investigative Processes	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. EEO Officer Essentials: Reasonable Accommodation	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9. Essential Overview Training for New EEO Officers	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10. Understanding CEEDS Reports	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

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EEO Personnel Contact Information (Please list all current EEO professionals)

Please provide full mailing address of the principal Agency EEO Office:

NYC Department of Transportation
Office of Equal Employment Opportunity, Diversity and Inclusion (EDI)
59 Maiden Lane, 37th Floor, New York, NY 10038

Diversity and EEO Staffing as of 4th Quarter FY 2023*

<u>EEO\ Diversity Role</u>	<u>Name</u>	<u>Civil Service Title</u>	<u>% of Time Devoted to EEO & Diversity Functions</u>	<u>Office E-mail Address</u>	<u>Telephone #</u>
EEO Officer/Director	Benjamin Graham	Executive Agency Counsel	90	bgraham1@dot.nyc.gov	212-839-6603
Deputy EEO Officer OR Co-EEO Officer	Angela Ball	Agency Attorney	50	aball@dot.nyc.gov	212-839-6606
Chief Diversity & Inclusion Officer					
Diversity & Inclusion Officer					
Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Carlos Bannister	Administrative Procurement Analyst	100	cbannister@dot.nyc.gov	(212) 839-9421
ADA Coordinator	Edmund E. Asiedu	Administrative Staff Analyst (NM)	50	easiedu@dot.nyc.gov	(929) 441-9658

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Disability Rights Coordinator	Benjamin Graham	Executive Agency Counsel	10		
Disability Services Facilitator	Edmund E. Asiedu	Administrative Staff Analyst (NM)	50		
55-a Coordinator	Lianne Palacios	Administrative Staff Analyst	15	lpalacios@dot.nyc.gov	(212) 839-9516
Career Counselor	Peter Scavetta	Administrative Staff Analyst (NM)	25	pscavetta@dot.nyc.gov	(212) 839-9452
EEO Counselor					
EEO Investigator	Andrew Sonpon, Jr.	Agency Attorney	75	asonpon@dot.nyc.gov	(212) 839-6610
EEO Counselor\ Investigator	Melissa Britton	Agency Attorney	75	mbritton@dot.nyc.gov	(212) 839-6605
EEO Investigator/Trainer					
EEO Training Liaison	Carol Adamson	Principal Administrative Associate	10	cadamson@dot.nyc.gov	(212) 839-9495
Other (Diversity Specialist)	Christopher Lee	Community Coordinator	100	clee4@dot.nyc.gov	(212) 839-7151
Other (Lead Trainer)	Vincent DiGennaro	Community Coordinator	100	vdigennaro@dot.nyc.gov	(212) 839-4151

* Please note changes (new personnel filling the specified role). You may insert additional entries as needed. Title refers to the civil service title. If there is an EEO\ Diversity role that your staff performs that is not on the list above, you may indicate it on the chart. You may provide full contact information once if several roles are performed by the same person.