

TLC FY 2025 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

FY 2025 Agency Quarterly Diversity, Equity, Inclusion and EEO Report

Part I: Narrative Summary

Agency Name: TAXI & LIMOUSINE COMMISSION

☐ 1st Quarter (July -September), due November 6, 2024

☒ 2nd Quarter (October – December), due January 30, 2025

☐ 3rd Quarter (January -March), due April 30, 2025

☐ 4th Quarter (April -June), due July 30, 2025

Prepared by:

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Name

Title

E-mail Address

Telephone No.

Date Submitted: _____

FOR DCAS USE ONLY:

Date Received:

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Instructions for Filling out Quarterly Reports FY 2025

[NOTE: These forms are cumulative and designed to retain and preserve information for the entire FY 2025.

For Q1 please copy the goals, programs, and initiatives from your draft of the FY 2025 DEI-EEO plan. Insert these statements in the corresponding sections of the Quarterly Report below, particularly sections IV, V, and VI.

For Q2, Q3 and Q4, use previous quarter's submission to update their status, retaining all information for the prior quarters. You should also add programs and initiatives begun in these quarters even if they were not mentioned in the Annual Plan]

1. Please save this file as **"XXXX Quarter X FY 2025 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 2025 DEI-EEO Report.Part II 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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I. Commitment and Accountability Statement by the Agency Head

Distributed to all agency employees? ☐ Yes, On (Date): _____ ☒ No

☐ By e-mail

☒ Posted on agency intranet and/or website

☐ 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): _____

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

NA

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

Q1 (9/30/2024): 439 Q2 (12/31/2024): _428___ Q3 (3/31/2025): _____ Q4 (6/30/2025): _____

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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

☒ On-boarding of new employees

☐ Newsletters and internal Agency Publications

III. The agency conducted a review of the quarterly CEEDS reports and the dashboard sent by DCAS 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: _____ Q2 Review Date: _____ Q3 Review date: _____ Q4 Review date: _____

The review was conducted with:

☐ Agency Head

☐ Human Resources

☐ General Counsel

☐ Other _____

☒ Not conducted

☐ Agency Head

☐ Human Resources

☐ General Counsel

☐ Other _____

☒ Not conducted

☐ Agency Head

☐ Human Resources

☐ General Counsel

☐ Other _____

☐ Not conducted

☐ Agency Head

☐ Human Resources

☐ General Counsel

☐ Other _____

☐ Not conducted

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IV. EEO, Diversity, Inclusion and Equity Initiatives for FY 2025

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 2025.

A. Workforce:

Please list the **Goals, Planned Programs, Initiatives, and Actions aimed at Workforce** included in *Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2025*, which you set/declared in your FY 2025 Diversity, Equity, Inclusion and EEO Plan (e.g., underutilization, workforce planning, succession planning and diverse applicant pool, among others).

1. [Copy the planned Workforce Goal/Program/Action from FY 2025 DEI-EEO plan]

Goal: Provide equitable access to professional development opportunities that empower employees to grow, advance, and contribute meaningfully to the organization, which will increase retention.

Please describe the steps that your agency has taken to meet this goal/initiative. Include actions aimed at the composition of your workforce, recruitment, retention, promotion, and professional development to enhance equity, inclusion, and race relations in an integrated agency workforce. Pay attention to age inclusivity, non-traditional minorities, and engagement of traditional and older employees. A well-balanced, integrated workforce should help 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. How do you evaluate the effectiveness of these actions?

Q1--Towards the end of Q4, the agency completed focus groups with employees to discuss professional development. In Q1, the Chief Equity & Inclusion Officer in conjunction with HR staff, met throughout the quarter, analyzing the results of the climate survey and issues raised during the focus groups to identify the areas that will be prioritized during FY25.

On September 17, 2024, an agency wide email was sent advising staff of the upcoming civil service exams who had a filing deadline of September 24, 2024.

On September 20, 2024, an agency wide email was sent to all employees informing them of the filing period, for the NYC Mayor's Graduate Scholarship Program. The email included links to the program details and information sessions.

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On September 23, 2024, an email was sent to all staff informing them about the upcoming activities in recognition of Customer Service Week. During Customer Service Week, the planned activities will focus on recognizing and showing appreciation for frontline staff for their hard work, dedication, and commitment to provide outstanding service each day. Additionally, the Office of Inclusion and the Training department collaborated on developing a professional development course entitled “Navigating Conflict Workshop” that will be conducted during Customer Service Week.

Q2- In conjunction with Customer Service week, HR Training and the Office of Inclusion are conducting a “Navigating Conflict Workshop” on Tuesday, October 8th 2pm -3pm and Thursday, October 10th, 11am –12pm.

The Navigating Conflict workshop was provided to provide staff with tools to increase positive outcomes when dealing with challenging conversations, learn how to de-escalate tense situations, maintain professionalism, and foster customer trust and compliance. The Workshop will also enhance employee’s skills and boost their confidence in navigating difficult conversations while providing exceptional service. Both workshops were conducted virtually.

On October 30, 2024, an email was sent to all staff informing them about the Civil Service 101 information sessions and a list of the civil service exams that were scheduled to open for filing in November 2024.

On November 21, 2024, staff were provided with information about the 2024 DCAS Training Expo. The Expo provides employees two weeks of training workshops and learning opportunities for City employees at all levels and in all professional areas. Attending the Expo gives employees the chance to discover the variety of professional development trainings available at the DCAS Citywide Training Center, meet with consultants and other subject matter experts who are leaders in their fields of expertise, preview new course offerings, and network with fellow City colleagues.

On December 2, 2024, staff were encouraged to complete and submit a survey on potential initiatives identified from the climate survey and focus groups to enhance collaboration across and within divisions at the agency. The purpose of the survey was to help get employee feedback to prioritize the initiatives that matter most to employees to ensure participation.

During the months of November and December, the Chief Diversity & Inclusion Officer worked with HR Training to identify and implement the next cohort of training for new managers/supervisors that is scheduled to occur during Q3.

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Workforce Goal/Initiative #1 Update:

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

2. [Copy the planned Workforce Goal/Program/Action from FY 2025 DEI-EEO plan]

- **Goal:** Develop and Implement Cross-Departmental Learning such as mentorship program and peer learning groups to promote knowledge sharing and diverse skill development across the organization.
- **Metric:** Implementation of a mentorship program

Please describe the steps that your agency has taken to meet this goal/initiative. Include actions aimed at the composition of your workforce, recruitment, retention, promotion, and professional development to enhance equity, inclusion, and race relations in an integrated agency workforce. Pay attention to age inclusivity, non-traditional minorities, and engagement of traditional and older employees. A well-balanced, integrated workforce should help 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. How do you evaluate the effectiveness of these actions?

Q2- On December 2, 2024, staff were encouraged to complete and submit a survey on potential initiatives identified from the climate survey and focus groups to enhance collaboration across and within divisions at the agency. The purpose of the survey was to help get employee feedback to prioritize the initiatives that matter most to employees to ensure participation. One of the items on the survey was the goal of a mentorship program.

Workforce Goal/Initiative #1 Update:

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

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

B. Workplace:

Please list the Goals, Planned Programs, Initiatives, and Actions aimed at Workplace included in *Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2025*, which you set/declared in your FY 2025 Diversity, Equity, Inclusion and EEO Plan (e.g., job satisfaction/engagement surveys, exit interviews/surveys, and onboarding surveys).

1. [Copy Workplace Goal/Program/Action from FY 2025 DEI-EEO plan]

- **Goal:** Ensure that employees from diverse backgrounds feel valued and supported in their careers by developing DEI related and activities, programs, and professional development courses.
 - Organize activities, develop, and implement programming and lunch-and-learns to engage employees in dialogue about different cultural topics.
 - Celebrate diversity by recognizing various cultural events, observances, and heritage months through internal communications and activities.
 - Provide DEI training for employees, with a focus on unconscious bias, cultural competence, and inclusive leadership.
 - Create employee resource groups
- **Metric:** 50% of employees attend at least one DEI-focused activity during FY25

Please describe the steps that your agency has taken to meet this goal/initiative. Include actions taken to create equitable work environment which values differences and maintain focus on retaining talent. How do you evaluate the effectiveness of these actions?

An announcement was sent via the agency's Diversity Newsletter or email about the below events:

Q1

July 26, 2024, National Disability Independence Day

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The agency participated in or sponsored the below events:

Q1

- Between July 16 – July 18th, 2024, the agency participated in WorkWell’s Julydration campaign. A hydration station was set up and staff were able to create different flavors of fruit infused waters while engaging in activities highlighting the benefits of staying hydrated.
- On September 25, 2024, employees participated in the 55th Annual African American Day Parade.

Q2

- On October 8, 2024, the Office of Inclusion (OOI) participated with the Senior Resource Fair, hosted by Senator Brad Hoylman-Sigal held at the Goddard Riverside Community Center. At this event, OOI provided information about accessible taxis and discriminatory service refusal materials to the attendees.
- On October 17, 2024, OOI partnered with Accessible Dispatch for Taxi Driver Appreciation Day held at the LaGuardia Airport Taxi Hold Lot. During the event, we interacted with taxi drivers to discuss issues and provided safety materials, WAV information, and light refreshments to drivers.
- On October 15, 2024, OOI staff collaborated with MTM/Accessible Dispatch at WAV Day to provide WAV information to drivers at the Taxi Clubhouse in Manhattan.
- On November 6, 2024, in recognition of Veteran’s Day, OOI hosted a luncheon for TLC employees who are veterans. Attendees were recognized, thanked for their service to the country and TLC, and were given a challenge coin, TLC lapel pin and provided a catered lunch.
- On November 22, 2024, OOI in conjunction with the Office of Community Affairs held a Van Hailin' Mixer. This event was held at the Greater Nexus in Queens. The event was attended by the Commissioner and all executive staff. OOI facilitated a conversation amongst drivers and executive staff on the topics of discrimination against passengers, drivers, issues and concerns related to driving a taxi or for-hire vehicle. The Deputy Commissioners of each division also provided a description of their unit and answered attendees’ questions.
- On December 4, 2024, OOI hosted a webinar with the Disability Advocates Meeting to provide information and discuss proposed changes to the Accessible Dispatch and related regulatory changes.

Workplace Goal/Initiative #1 Update:

Q1 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed

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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

5. Other Workplace Activities:

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

See above.

C. Community and Equity, Inclusion and Race Relations:

Please list the Planned Programs, Initiatives, Actions aimed at Community, Equity, Inclusion and Race Relations included in Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2025, which you set/declared in your FY 2025 Diversity, Equity, Inclusion and EEO Plan (e.g., community outreach and engagement, M/WBE participation and customer satisfaction surveys).

1. [Copy Community/Equity/Inclusion Goal/Program/Action from FY 2025 DEI-EEO plan]

Goal: Research and pilot additional ways of ensuring TLC-licensed services are available to all communities, especially communities of color and low-income communities by conducting outreach and developing partnerships with community organizations, local leaders, and residents in underserved neighborhoods to understand specific transportation needs and challenges with a goal to engage with a minimum of 20 organizations and/or community groups.

Please describe the steps that your agency has taken to meet this goal/initiative. Include actions taken to establish your agency as a leading service provider to the citizens of New York City focused on diversity, equity, and

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inclusion, while reflecting the variety of communities that are served. How do you evaluate the effectiveness of these actions?

Q1 – NA

Q2-

Community/Equity/Inclusion Goal/Initiative #1 Update:

Q1 Update:	<input type="checkbox"/> Planned	<input checked="" 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 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 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 type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

2. [Copy Community/Equity/Inclusion Goal/Program/Action from FY 2025 DEI-EEO plan]

- Examine Taxi and FHV service availability and demand across the city, and create publicly accessible data visualizations of TLC-licensed trips by geographic areas of the city
- Conduct outreach and develop partnerships with community organizations, local leaders, and residents in underserved neighborhoods to understand specific transportation needs and challenges

a. Metric:

- Number of community-based organizations with whom the agency engaged during FY25

3. Other Community programs and activities:

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

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Van Hailin is a program designed to improve customer service. It consists of a 20-foot Sprinter van, that has been retrofitted as a mobile office; staffed by representatives from TLC's Licensing, External Affairs, and Prosecution Units. Van Hailin' also partners with a mobile lab so that licensees can also submit required testing. Licensees attend Van Hailin' events to pay fines, handle summonses, and address related licensing matters on the spot instead of going to TLC's offices in Long Island City.

- In Q1, we partnered with the below elected officials in their districts:
 - July 2024 in the Bronx, we partnered with City Councilmember Amanda Farias and NY State Senator Nathalia Fernandez
 - In August 2024, we partnered with City Councilmember Farah Louis in Brooklyn.
 - In September 2024, we partnered with Manhattan Borough President Mark Levine, in Manhattan.

We were able to provide a total of 606 services to 584 licensees in their community. Alongside TLC services, we partnered with 44 other resource partners listed below:

CITY RESOURCES

Commission on Human Rights (**CCHR**)

Comptroller's Office

Finance (**DOF**)

Fire Department (**FDNY**)

Housing Preservation & Development (**HPD**)

Immigrant Affairs (**MOIA**)

Parks & Recreation (**Parks**)

Public Engagement Unit (**PEU**)

Small Business Services (**SBS**)

Social Services (**DSS**)

Transportation (**DOT**)

Youth & Community Development (**DYCD**)

FEDERAL RESOURCES

Social Security Administration (**SSA**)

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COMMUNITY-BASED RESOURCES

BronxWorks

LiveOnNY

CORPORATE RESOURCES

Citizens Bank

Con Edison (**ConEd**)

Additionally, during this quarter, Van Hailin expanded into Van Hailin' On the Go! Which is a public-facing program aimed at raising awareness around passenger safety. This quarter saw TLC's outreach team speak with community members in Queens and Manhattan.

Q2- Van Hailin was conducted as listed below:

October 18, 2024, Bronx, NY

November 22, 2024, Queens, NY

December 13, 2024, Staten Island, NY

Van Hailin on the Go was held as listed below:

October 23, 2024, Bronx, NY

November 14, 2024, Queens, NY

OCA represented TLC at the below listed community events to provide information about TLC resources/offerings to the public and to address any questions and concerns from the community.

October 29, 2024 – Taxi Appreciation Day at LaGuardia and JFK Airport Hold Lots

November 13, 2024, LaGuardia Addition Senior Center in Manhattan

November 15, 2024 – Revel's First annual Rideshare Driver Health and Wellness Fair

December 11, 2024 – Queens Community Board 5 Meeting

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V. Recruitment

A. Recruitment Efforts

Please list **Recruitment Initiatives and Strategies** which you set/declared in your FY 2025 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).

1. [Copy Recruitment Initiatives/Strategies from FY 2025 DEI-EEO plan]

The agency will participate in relevant hiring halls sponsored by DCAS. At this time, the agency does not have any planned recruitment events, however it is anticipated that we will attend hiring halls, law school fairs and community resource fairs.

Please describe the steps that your agency has taken to implement and achieve these initiatives/strategies. How do you evaluate the effectiveness of these actions?

In Q1, the agency developed recruitment materials—flyers, palm cards, social media posts with a QR code that will be used to recruit enforcement officers and Safety & Emissions inspectors. The material will be distributed at Van Hailin events.

Q2- In October, brochures were created for our Uniformed Services Bureau with information related to enforcement and safety and emissions positions.

Recruitment Initiatives/Strategies #1 Update:

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 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 type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

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B. Recruitment Efforts for Civil Service Exams

List all recruitment events that were held by the agency to promote open-competitive civil service examinations.

Quarter #	Event Date	Event Name	Borough
1		NA	
2	October 30, 2024	Agency staff was provided with information about the Civil Service 101 information sessions and a list of the civil service exams that were scheduled to open for filing in November 2024.	Manhattan

List actual expenditures related to recruiting candidates for open-competitive and promotion civil service exams.

Borough	Approximate Dollar Amount (\$) in Q1	Approximate Dollar Amount (\$) in Q2	Approximate Dollar Amount (\$) in Q3	Approximate Dollar Amount (\$) in Q4
Bronx	NA	\$850.00 was spent for recruitment brochures that were distributed at various events throughout the 5 boros		

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Brooklyn	NA			
Manhattan	NA			
Queens	NA			
Staten Island	NA			

C. Recruitment Sources

List recruitment sources used to fill vacancies in the current Quarter (include Q#)

- 1.
- 2.
- 3.
- 4.
- 5.

D. Internships/Fellowships

The agency is providing the following internship opportunities in FY 2025. [**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:

Q1 Total: __0__ Q2 Total: __0__ Q3 Total: _____ Q4 Total: _____

Race/Ethnicity* [#s]: Black__ Hispanic__ Asian/Pacific Islander__ Native American__ White__ Two or more Races__

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

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2. Public Service Corps:

Q1 Total: _____ Q2 Total: _____ Q3 Total: _____ Q4 Total: _____

Race/Ethnicity* [#s]: Black____ Hispanic____ Asian/Pacific Islander____ Native American____ White____ Two or more Races____

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

3. Summer College Interns:

Q1 Total: _____ Q2 Total: _____ Q3 Total: _____ Q4 Total: _____

Race/Ethnicity* [#s]: Black____ Hispanic____ Asian/Pacific Islander____ Native American____ White____ Two or more Races____

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

4. Summer Graduate Interns:

Q1 Total: _____ Q2 Total: _____ Q3 Total: _____ Q4 Total: _____

Race/Ethnicity* [#s]: Black____ Hispanic____ Asian/Pacific Islander____ Native American____ White____ Two or more Races____

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

5. Other (specify): Attorney Interns

Q1 Total: __4____ Q2 Total: __4____ Q3 Total: _____ Q4 Total: _____

Race/Ethnicity* [#s]: Black_3__ Hispanic____ Asian/Pacific Islander____ Native American____ White____ Two or more Races____

Gender* [#s]: M __2__ F 2____ N-B ____ O ____ U ____

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6. Other (specify): College aides

Q1 Total: __7__ Q2 Total: __7__ Q3 Total: _____ Q4 Total: _____

Race/Ethnicity* [#s]: Black____ Hispanic_2__ Asian/Pacific Islander_3__ Native American____ White_1__ Two or more Races____

Gender* [#s]: M 4 F 3 N-B ____ O ____ U ____

Additional comments:

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E. 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 (9/30/2024): 2 Q2 (12/31/2024): 1 Q3 (3/31/2025): Q4 (6/30/2025):

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

During the 1st Quarter 1 participants left the program due to [state reasons] separation from employment.

During the 2nd Quarter, a total of 0 [number] new applications for the program were received.

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

During the 3rd Quarter, a total of ____ [number] new applications for the program were received.

During the 3rd Quarter ____ participants left the program due to [state reasons] ____.

During the 4th Quarter, a total of _____ [number] new applications for the program were received.

During the 4th Quarter ____ participants left the program due to [state reasons] ____.

The 55-a Coordinator has achieved the following goals:

1. Disseminated 55-a information –

by e-mail: ☐ Yes ☒ No

in training sessions: ☐ Yes ☒ No

on the agency website: ☐ Yes ☒ No

in agency newsletter: ☐ Yes ☒ No

Other: _____

2. _____

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VI. Selection (Hiring and Promotion)

Please review Section VI of your FY 2025 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 2025 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*).

Please describe the steps that your agency has taken to meet these objectives.

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

On September 17, 2024, an agency wide email was sent advising staff of the upcoming civil service exams who had a filing deadline of September 24, 2024.

On September 20, 2024, an agency wide email was sent to all employees informing them of the filing period, for the NYC Mayor's Graduate Scholarship Program. The email included links to the program details and information sessions.

On September 23, 2024, an email was sent to all staff informing them about the upcoming activities in recognition of Customer Service Week. During Customer Service Week, the planned activities will focus on recognizing and showing appreciation for frontline staff for their hard work, dedication, and commitment to provide outstanding service each day. Additionally, the Office of Inclusion and the Training department collaborated on developing a professional development course entitled "Navigating Conflict Workshop" that will be conducted during Customer Service Week.

Q2- On October 30, 2024, an email was sent to all staff informing them about the Civil Service 101 information sessions and a list of the civil service exams that were scheduled to open for filing in November 2024.

On November 21, 2024, staff were provided with information about the 2024 DCAS Training Expo. The Expo provides employees two weeks of training workshops and learning opportunities for City employees at all levels and in all professional areas. Attending the Expo gives employees the chance to discover the variety of professional development trainings available at the DCAS Citywide Training Center, meet with consultants and other subject matter experts who are leaders in their fields of expertise, preview new course offerings, and network with fellow City colleagues.

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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.
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).
4. Analyzing the impact of layoffs or terminations on racial, gender and age groups.
5. Other:

During this Quarter the Agency activities included:

# of Vacancies		# of New Hires	# of New Promotions
Q1	# _____	# _____	# _____
Q2	# _____	# _____	# _____
Q3	# _____	# _____	# _____
Q4	# _____	# _____	# _____

VII. Training

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Please provide your training information in Part II of the report “DEI-EEO Training Summary” (in MS Excel).

VIII. 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://mstpwa-ctwapx02.csc.nycnet/Login.aspx>

The agency did input full Reasonable Accommodation activity on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database:

Q1: ☒ Yes ☐ No

Q2: ☒ Yes ☐ No

Q3: ☐ Yes ☐ No

Q4: ☐ Yes ☐ No

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IX. 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 “DEI-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: ☒ Yes ☐ No

Q2: ☒ Yes ☐ No

Q3: ☐ Yes ☐ No

Q4: ☐ Yes ☐ No

☐ The agency has entered **all types of complaints** in the DCAS Citywide Complaint Tracking System and updates the information as they occur.

Q1: ☒ Yes ☐ No

Q2: ☒ Yes ☐ No

Q3: ☐ Yes ☐ No

Q4: ☐ Yes ☐ No

☒ 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://mspwa-ctwapx02.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 “DEI-EEO Training Summary” (in MS Excel).

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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.
- ☐ If needed, the agency has submitted or will submit to DCAS Citywide Equity and Inclusion an amendment letter, which shall amend the agency plan for previous FY(s) as recommended by EEPC.
- ☐ The agency received a Certificate of Compliance from the auditing agency in 2023 or 2024.

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

Appendix A: EEO Personnel Details

EEO Personnel For 2nd Quarter, FY 2025

Personnel Changes:

Personnel Changes this Quarter: <input checked="" type="checkbox"/> No Changes		Number of Additions:	Number of Deletions:
Employee's Name & Title	1.	2.	3.
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

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Date of Change in EEO Role	Start Date or Termination Date:	Start Date or Termination Date:	Start Date or Termination Date:
Employee's Name & Title	4.	5.	6.
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	1.	2.	3.
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 %):
Name & Title	4.	5.	6.
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 %):

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. Elsa Hampton, EEO and Equity & Inclusion Officer	2.	3.

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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 type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Microaggressions	<input type="checkbox"/> Yes <input 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 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 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 type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10. Understanding CEEDS Reports			

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.	5.	6.
Completed EEO Trainings:			
1. Everybody Matters-EEO and D&I	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input 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 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 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 type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. Unconscious Bias	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

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6. Microaggressions	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7. EEO Officer Essentials: Complaint/Investigative Processes	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
8. EEO Officer Essentials: Reasonable Accommodation	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9. Essential Overview Training for New EEO Officers	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
10. Understanding CEEDS Reports	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No

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

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

MAILING ADDRESS:

Diversity and EEO Staffing as of ____ Quarter FY 2025*

<u>EEO\ Diversity Role</u>	<u>Name</u>	<u>Civil Service Title</u>	<u>% of Time Devoted to EEO & DEI</u>	<u>Office E-mail Address</u>	<u>Telephone #</u>
EEO Officer/Director	Elsa Hampton		<u>100%</u>	<u>Hamptonel@tlc.nyc.gov</u>	<u>212-676-1150</u>
Deputy EEO Officer OR Co-EEO Officer					
Chief Diversity & Inclusion Officer	<u>Elsa Hampton</u>		<u>100%</u>	<u>Hamptonel@TLC.nyc.gov</u>	<u>212-676-1150</u>

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<u>EEO\ Diversity Role</u>	<u>Name</u>	<u>Civil Service Title</u>	<u>% of Time Devoted to EEO & DEI</u>	<u>Office E-mail Address</u>	<u>Telephone #</u>
Diversity & Inclusion Officer					
Chief Diversity Officer/Chief MWBE Officer per E.O. 59					
ADA Coordinator	<u>Yesenia Torres</u>		<u>100%</u>	<u>Torresye@tlc.nyc.gov</u>	<u>212-676-1161</u>
Disability Rights Coordinator	<u>Yesenia Torres</u>		<u>100%</u>	<u>Torresye@tlc.nyc.gov</u>	<u>212-676-1161</u>
Disability Services Facilitator	<u>Yesenia Torres</u>		<u>100%</u>	<u>Torresye@tlc.nyc.gov</u>	<u>212-676-1161</u>
55-a Coordinator					
Career Counselor	<u>Olga Schulman</u>		<u>25%</u>	<u>schulmano@tlc.nyc.gov</u>	212-676-1083
EEO Counselor					
EEO Investigator					
EEO Counselor\ Investigator					

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<u>EEO\ Diversity Role</u>	<u>Name</u>	<u>Civil Service Title</u>	<u>% of Time Devoted to EEO & DEI</u>	<u>Office E-mail Address</u>	<u>Telephone #</u>
Investigator/Trainer					
EEO Training Liaison					
Other (specify)					
Other (specify)					

* 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.