

Taxi and Limousine Commission FY 2023 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

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

Agency Name: <u>TAXI AND LIMOUSINE COMMISSION</u>			
<input type="checkbox"/> 1 st Quarter (July -September), due November 4, 2022		<input checked="" type="checkbox"/> 2 nd Quarter (October – December), due January 30, 2023	
<input type="checkbox"/> 3 rd Quarter (January -March), due May 1, 2023		<input type="checkbox"/> 4 th Quarter (April -June), due July 31, 2023	
Prepared by: Carmen Rojas EEO Officer <i>Click or tap here to enter text.</i> rojasc@tlc.nyc.gov _____			
Name	Title	E-mail Address	Telephone No.
Date Submitted: <u>April 17, 2023</u>			
<u>FOR DCAS USE ONLY:</u>		<i>Date Received:</i>	

Taxi and Limousine Commission FY 2023 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

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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): __July 1, 2022_____ 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): _____

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

N/A

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Not conducted

Not conducted

Not conducted

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:

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. Our people are our greatest asset, we are committed to recruiting, developing, and retaining a diverse and inclusive workforce which reflects our City's communities. TLC will increase its efforts to promote from within the agency. TLC will also increase professional development/leadership training opportunities to more staff, across the agency and at every level of its organization.

❖ 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?

One strategy used to promote professional development is to use an online learning management system called Percipio. TLC issues monthly micro Percipio trainings to staff and supervisors. On topics such as Performance Management; Coaching, Feedback and Making Choices, Emotional Intelligence, etc.

Synergy Leadership training offered to supervisors and managers. Intended outcome is: formulate high-performing work

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culture among the staff and leadership; develop and implement a set of peak performance leadership and management work practices and behaviors that empower high performance, trust, employee engagement and discretionary contributions; imbed a common performance language that can immediately enhance the coordination of action, reliability with deliverables and the productivity and effectiveness of people’s interactions; and create a measurable level of personal responsibility, permission, participation and liberated activity.

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
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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. Professional Development

- ❖ 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?

Synergy Leadership training offered to supervisors and managers. Intended outcome is: formulate high-performing work culture among the staff and leadership; develop and implement a set of peak performance leadership and management work practices and behaviors that empower high performance, trust, employee engagement and discretionary contributions; imbed a common performance language that can immediately enhance the coordination of action, reliability with deliverables and the productivity and effectiveness of people’s interactions; and create a measurable level of personal responsibility, permission, participation and liberated activity.

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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

3. TLC will increase its recruitment efforts by advertising to diverse populations.

❖ 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?

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
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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

4. [Insert goal]

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❖ 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?

Q1 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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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

❖ 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.

Job Groups where underutilization exists are Police (Taxi and Limousine Inspector and Associate Taxi and Limousine Inspector). Steps have not been taken to address the underutilization. A civil service list for the title of Taxi and Limousine Inspector is pending.

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B. Workplace:

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. TLC will provide a monthly email highlighting personnel announcements including new hires, promotions, new assignments, and retirements. These announcements will include each person’s photo to help break down silos between divisions by putting faces to names and other divisions. This forum will be leveraged to share news from around the agency.

❖ 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?

Monthly personnel announcements are sent to all staff via email. TLC has received positive feedback from staff.

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
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2. TLC will hold annual employee recognition ceremonies honoring employees for their years of service with the City, as well as in special areas such as blood donation, and the Commissioner's Award of Excellence.

❖ 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?

TLC held its annual employee recognition ceremony in September 2022

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3. TLC will hire a Chief Equity and Inclusion Officer whose primary function is to ensure employees are trained and aware of their rights, responsibilities, and protections under the EEO Policy and Human rights laws.

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- ❖ 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?

TLC has completed its interview process and selected a Chief Equity and Inclusion Officer.

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4. TLC will issue a climate survey to staff which will include obtaining feedback on morale, work environment, thoughts about their supervisor, and race relations. It will hire an impartial consultant to analyze the results and provide suggestions/recommendations/initiatives needed to improve the workplace.

- ❖ 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?

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- ❖ 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 activities occurred.

C. Community:

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. Taxi & Limousine Commission prides itself in facilitating outreach opportunities and collaborating with stakeholders to provide information about the industry to various communities throughout New York City. TLC conducts its community outreach consistently to social media platforms such as Twitter, Facebook, and Instagram and in tandem sends email blasts in top languages used throughout our city. Through this communication, as well as the updated information on the TLC website, stakeholders are notified about our outreach efforts. TLC attends and sets up informational tables at street/resource fairs, resident association/community meetings and townhall meetings. TLC also host resource fairs in every Borough called “TLC in Your Borough”. Additionally, in an effort to encourage and enhance community participation, TLC has created a Mobile Outreach Team (Pop Up Shop). The Mobile Outreach Team consists of representatives from TLC’s External Affairs, Licensing, Uniformed Services, Prosecution and Safety & Emission. The Mobile Outreach Team conducts this outreach operation once a month at a designated location through TLC’s sprinter van to resolve industry matters, hear suggestions, inform the community about our agency, and answer any TLC related questions

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- ❖ 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?

Pop Up Shops will be mobilized monthly in different boroughs.

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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. The Office of Inclusion recognizes that New York City's greatest strength is its diversity (residents and visitors alike). Its main goals are to:

- Reduce and ultimately eliminate service refusals
- End discrimination by TLC-licensed drivers

- ❖ 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?

Office of Inclusion will develop and implement anti-bias training for TLC licensed drivers and bases and encourage members of the public to file 311 complaints when denied service or subject to discrimination.

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3. [Insert goal]

❖ 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?

Q1 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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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

4. [Insert goal]

❖ 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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Q1 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

❖ 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.

The Office of Inclusion (OOI) partners with internal and external stakeholders to connect with TLC’s diverse industry that consists of people from different background who may identify with a number of social and cultural groups. In addition to hosting and participating in various outreach events throughout New York City. The Office launched its first mobile office named Van Hailin. Licensees will be able to ask questions and resolve matters. Its goal is to focus on inclusion by providing services to our licensees and educating the general public in various communities throughout the five boroughs.

October 6, 2022 – Provided information about TLC resources/offerings to the public and drivers in Long Island City.

November 16, 2022 - Provided information about TLC resources/offerings to the public and drivers in Manhattan.

On October 6, 2022 – Attended a Driver and passenger facing workshop at Fordham Heights in the Bronx.

On October 14, 2022 – Provided information about TLC resources/offerings to the public and drivers in Brooklyn.

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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. Under the leadership of the new Chief Diversity and Inclusion Officer, TLC hopes to develop diversity programs and initiatives which will help advance employees' awareness of race relations in the agency inclusive of information and/or discussion forums.

❖ 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?

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
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2. [Insert goal]

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❖ 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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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

❖ 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?

3. [Insert goal]

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- ❖ 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?

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. [Insert goal]

- ❖ 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?

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

- ❖ 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.

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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).

1. TLC will whenever possible, promote internal staff to discretionary positions. All positions will be posted. TLC will also advise staff of any upcoming civil service examinations via emails. TLC will also ensure all hiring managers involved in the interview process receive unconscious bias and structured interview 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?

All external and internal positions are posted. New Hiring Managers are provided with classroom unconscious bias and structured interview training.

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 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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2. [Insert initiatives/strategies]

❖ 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 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 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

3. [Insert initiatives/strategies]

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❖ 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: 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. [Insert initiatives/strategies]

❖ 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: 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

❖ 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.

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:

Race/Ethnicity* [#s]: Black___ Hispanic___ Asian/Pacific Islander_1___ Native American___ White___ Two or more Races___

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

2. Public Service Corps 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 Total:

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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 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) Total:

Race/Ethnicity* [#s]: Black___ Hispanic___ Asian/Pacific Islander___ Native American___ White___ Two or more Races___

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

Additional comments:

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3. _____

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.

The Career counselor meets with employee to discuss civil service status and assists employees determine their talents, values, and goals. Career counselor will advise employees on current vacancies and any promotional opportunities which fits their skillsets and interests. Encourages employees to participate in training opportunities.

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

Career Counselor meets with employee and advises employee of training opportunities and current vacancies they may qualify for.

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.

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The EEO Officer is part of the interview process or is made aware of mid-and high-level discretionary positions to ensure the representativeness and fairness of the selection and appointment process. For promotional appointments, a review will be conducted of the employee's competencies to ensure the employee meets the minimum qualifications. A review of the justification for the promotion is conducted to ensure the employee will actually be performing additional responsibilities. The EEO Officer will review the demographic of candidates eligible for promotion as well as the demographics of employees in the unit. The EEO Officer will also review whether there are any trends in the promotional or hiring practices of the manager and/or unit to ensure fair practices and that there are no biases in the selection of the candidate.

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

HR/EEO Officer reviews all selected discretionary hires.

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).

EEO Officer ensures all vacancy announcements include the revised NYC EEO/Anti-Discrimination Statement. Reviews vacancy postings to ensure elimination of language that has the potential for gender and age stereotyping and other unlawful discrimination. Actively monitors agency job postings and ensures recruitment strategy aligns with the diversity goals of the agency. Collaborates with Human Resources, reviews interview questions to ensure that they are EEO-compliant, job-related, and required by business necessity, and assists the hiring manager if a reasonable accommodation is requested during the interview. As needed, the EEO Officer observes interviews, especially for underutilized job titles and/or mid-and high-level discretionary positions.

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

The EEO Officer ensures the agency is using the DCAS Layoff Procedure as guidance, should there be any layoffs, terminations, and demotions

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due to legitimate business/operations reasons. The EEO Officer will analyze the impact of layoffs or terminations on racial, gender, age groups, and people with disabilities. Where layoffs or terminations would have a disproportionate impact on any of these groups, the EEO Officer will document that the targeted titles or programs were selected based on objective criteria and justified by business necessity. The Personnel Office, EEO Officer and the General Counsel will be involved in making layoff or termination decisions. Layoffs will be conducted by seniority in compliance with civil service law and union contract.

5. Other:

During this Quarter the Agency activities included:	# of Vacancies	# of New Hires	# of New Promotions
Q1	# _____	# _____	# _____
Q2	# _____	# _____	# _____
Q3	# _____	# _____	# _____
Q4	# _____	# _____	# _____

VI. Training

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

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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
- 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.

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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.

Included in Managers Key Responsibilities is the goal that they will engage in efforts to promote a workplace and division or unit free from discrimination and in compliance with sound and effective citywide and agency-specific EEO policies, practices and procedures.

Agency will ensure that all managers and front-line employees are trained every two years.

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

EEO, Sexual Harassment and Etiquette disability training provided to staff.

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

In-class Training and information regarding the EEO Office is provided to all new staff.

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

Training is provided to all new hires on a monthly basis.

- 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 complaint process is a part of the training given to staff.

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

TLC ensures EEO Policy statement is issued to all staff on a monthly basis indicating the name and contact information for the EEO Officer.

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

Required EEO and Sexual Harassment Training is provided to all staff. Follow up is conducted to those who are not in compliance.

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

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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.

Managers and supervisors receive EEO training.

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

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.

Managers and supervisors receive EEO training.

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

Employees reach out to the EEO Officer directly or are referred by their manager/supervisor.

7. Other:

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

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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: _____ EEPC_____.

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 __2nd__ Quarter, FY 2023

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				
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							
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.	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 %):				
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)				

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Percent of Time Devoted to EEO	<input type="checkbox"/> 100% <input checked="" type="checkbox"/> Other: (specify %): 50	<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. Carmen Rojas/EEO Officer	2.	3.
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 checked="" 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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input 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 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 type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. EEO Officer Essentials: Reasonable Accommodation	<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
9. Essential Overview Training for New EEO Officers	<input type="checkbox"/> Yes <input checked="" 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 checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input 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	Jason Gonzalez/Investigator						
Completed EEO Trainings:	<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	
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. lgbTq: 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 checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	<input 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 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 type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
8. EEO Officer Essentials: Reasonable Accommodation	<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	
9. Essential Overview Training for New EEO Officers	<input type="checkbox"/> Yes	<input checked="" 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 checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	<input 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:

Diversity and EEO Staffing as of ___ 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	Carmen Rojas	Admin. Manager	<u>50</u>	rojasc@tlc.nyc.gov	<u>212-676-1095</u>
Deputy EEO Officer OR Co-EEO Officer					
Chief Diversity & Inclusion Officer					
Diversity & Inclusion Officer					
Chief Diversity Officer/Chief MWBE Officer per E.O. 59					
ADA Coordinator	Carmen Rojas	Admin. Manager	<u>50</u>	rojasc@tlc.nyc.gov	<u>212-676-1095</u>

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Disability Rights Coordinator	Carmen Rojas	Admin. Manager	<u>50</u>	rojasc@tlc.nyc.gov	212-676-1095
Disability Services Facilitator	Yesenia Torres	Community Coordinator	<u>50</u>	tppresu@tlc.nyc.gov	212-676-1161
55-a Coordinator	Carmen Rojas	Admin. Manager	<u>50</u>	rojasc@tlc.nyc.gov	212-676-1095
Career Counselor					
EEO Counselor					
EEO Investigator	Jason Gonzalez	Executive Agency Counsel	<u>50</u>	gonzalezj@tlc.nyc.gov	212-676-1104
EEO Counselor\ Investigator					
Investigator/Trainer					
EEO Training Liaison	Lisa Oliver	Admin. Manager	<u>50</u>	olivert@tlc.nyc.gov	212-676-1080
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.