FY 2021 AGENCY QUARTERLY DIVERSITY AND EEO REPORT

| AGENCY NAME: | TAXI AND LIMOU | SINE COMMISSION | | |
|--------------------------------------|------------------|--|---|---------------|
| _ | | ber), due November 6, 2020 rch), due April 30, 2021 | 2nd Quarter (October - December) 4th Quarter (April -June), due July | · · · |
| Prepared by : Carmen Rojas | EEO Officer | rojasc@tlc.nyc.gov | 212-676-1095 | |
| Name | | Title | - E-mail Address | Telephone No. |
| Date Submitted | : April 28, 2021 | | | |
| FOR DCAS USE (| <u>ONLY:</u> | Date Received: | | |

INSTRUCTIONS FOR FILLING OUT QUARTERLY REPORTS FY 2021

[NOTE: These forms are cumulative. For Q2, Q3 and Q4 use previous quarter's submission to update]

- 1. Please save this file as 'XXXX Quarter X FY 2021 DEEO 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 and EEO Training Summary" details in the attached Excel file. Under Section 10 ("Other"), include training classes coorganized 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 2021 DEEO 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.

PART I: NARRATIVE SUMMARY

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 | |
| | □ Other | |

II. RECOGNITION AND ACCOMPLISHMENTS

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

Diversity & EEO Awards

□ Diversity and EEO Appreciation Events

Public Notices

Positive Comments in Performance Appraisals

Other (please specify): _____

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

III. WORKFORCE REVIEW AND ANALYSIS

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

Q1 (9/30/2020): ____623____ Q2 (12/31/2020): ___619_____

- Q3 (3/31/2021): 587 Q4 (6/30/2021): ___566_____
- 2. Agency reminded employees to update self-ID information regarding race/ethnicity, gender, and veteran status.

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

| Yes , On (Dates): | 12/4/20 | 1/27/21 | 4/27/21 | 7/24/21 |
|-------------------|-------------------------|-------------------|-----------------|-----------------|
| The review was | Human Resources | Human Resources | Human Resources | Human Resources |
| conducted with: | Agency Head | Agency Head | Agency Head | Agency Head |
| | General Counsel | 🗆 General Counsel | General Counsel | General Counsel |
| | 🛛 Other _Asst General C | ounsel 🗆 Other | ☐ Other | □ Other |
| | Not conducted | Not conducted | Not conducted | Not conducted |

IV. EEO, DIVERSITY, INCLUSION, AND EQUITY INITIATIVES FOR FY 2021

Please describe your progress this quarter in implementing the primary goals in Section IV of your Agency Diversity and EEO Plan for FY 2021 - <u>Proactive Strategies to Enhance Diversity, EEO and Inclusion</u>:

A. WORKFORCE:

| Please list the Workforce Goal(s) included in <i>Section</i> <i>IV: Proactive Strategies to Enhance Diversity, EEO and</i> <i>Inclusion,</i> which you set/declared in your FY 2021 Diversity and EEO Plan (e.g., underutilization, workforce planning, succession planning and diverse applicant pool, among others): | Please describe the steps that your agency has taken to meet the Workforce Goal(s) set/declared in your plan. Include steps that were taken or considered to build an inclusive and sustainable pipeline for your agency across all levels. | Q1 Update | Q2 Update | Q3 Update | Q4 Update |
|---|--|---|--------------|--------------|--------------|
| Workforce: 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 continue to review CEEDs Reports and Dashboards to determine underutilization of job groups and increase its efforts to recruit a more diverse and inclusive workforce in its effort to minimize the gap. | TLC will conduct recruitment efforts to target women for our TLC Inspector positions. | Planned Not started Ongoing Delayed Deferred Completed | | | |
| | The EEO Officer attended the 4 day HR & EEO conference conducted by DCAS. Topics Addressed included building an inclusive environment, race equity and empathy in the work place. | Planned Not started Ongoing Delayed Deferred Completed | | | |

| | Worked with DCAS and Labor Relations to change the required Special Patrolman qualification for TLC Inspectors assigned to our Safety & Emissions Division. This will allow us to expand our recruitment process. - Ongoing 4 th quarter | | | | |
|--|--|---|-------------|-------------|------------|
| | TLC employees participated in the Pre- retirement Planning Seminar sponsored by the New York City Employees' Retirement System. | ☑ Planned □ Not started ☑ Ongoing □ Delayed □ Deferred □ Completed | | | |
| Describe steps that were taken or considered to address und exists in the current quarter. | lerutilization identified through quarterly workforce | reports. Please list J | ob Groups w | here underu | tilization |

B. WORKPLACE:

| Please list the Workplace Goal(s) included in <i>Section</i> <i>IV: Proactive Strategies to Enhance Diversity, EEO and</i> <i>Inclusion,</i> which you set/declared in your FY 2021 Diversity and EEO Plan (e.g., job satisfaction/engagement surveys, exit interviews/surveys, and onboarding surveys): | Please describe the steps that your agency has taken to meet the Workplace Goal(s) set/declared in your plan. Include steps that were taken or considered to create an inclusive work environment that values differences that each of your unique employees brings to work, and to maintain focus on retaining talent across all levels. | Q1 Update | Q2 Update | Q3 Update | Q4 Update |
|--|--|---|--------------|--------------|--------------|
| We want our employees, present and future, to view us as an employer of choice. TLC will continue its efforts to provide EEO training to all staff advising them of their EEO rights and responsibilities. TLC also holds its managers responsible for reporting any EEO violations. | Sexual Harassment Prevention Training provided to staff. | Planned Not started Ongoing Delayed Deferred Completed | | | |
| | EEO Officer attended a webinar on Stop Asian Hate: City leaders discuss efforts to combat anti-Asian violence | Planned Not started Ongoing Delayed Deferred Completed | | | |

| | EEO Officer participated in panel interview for Assistant Commissioner for TLC's Uniformed Services Bureau. | Planned Not started Ongoing Delayed Deferred Completed | | | |
|--|--|---|---------------|-----------------|-------------|
| | TLC conducted Reconstitution sessions for all staff including information on safety precautions and reasonable accommodations during COVID. | Completed 4 th Quarter | | | |
| Please specify any other EEO-related activities during the qua briefly the activities, including the dates when the activities of | | noting diversity, new | wsletters/art | icles, etc.) ar | nd describe |
| | | | | | |

C. COMMUNITY:

| Please list the Community Goal(s) included in <i>Section</i> <i>IV: Proactive Strategies to Enhance Diversity, EEO</i> <i>and Inclusion,</i> which you set/declared in your FY 2021 Diversity and EEO Plan (e.g., community outreach and engagement, MWBE participation and customer satisfaction surveys): | Please describe the steps that your agency has taken to meet the Community Goal(s) set/declared in your plan. Include steps that were taken or considered to establish your agency as a leading service provider to the citizens of New York City focused on inclusion and cultural cMeetings and outompetency, while reflecting the vast communities that are served. | Q1 Update | Q2 Update | Q3 Update | Q4 Update |
|---|---|---|--------------|--------------|--------------|
| TLC established an Office of Inclusion to ensure the riding public receives equal and courteous service from Taxis and for-hire- vehicles. Its goal is to reduce and ultimately eliminate service refusals based on discrimination. | On March 11, 2021, TLC's Office of Inclusion (OOI) presented to the following disability advocacy organizations on the Office's purpose, how to file a service refusal complaint, and the steps TLC is taking to ensure accessibility. - MTA's Paratransit Advisory Committee This advisory body is created to serve as a liaison to the disabled community. The Paratransit Division will seek the committee's comments on proposed changes in service, policies and procedures. It is expected that the committee will discuss matters with the constituents it represents and share the community's concerns with the Paratransit Division. Meetings should provide a forum for an open exchange of ideas and opinions. | Planned Not started Ongoing Delayed Deferred Completed | | | |

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| OOI Presentation on Friday, March 19,2021 -The CUNY Coalition for Students with Disabilities (CCSD) is the university-wide group that represents the more than 11,000 students with disabilities throughout the City University of New York (CUNY). | | | |
|--|---|--|--|
| On April 13, 2021 TLC's Office of Inclus9ion discussed with ADAPT a transportation disability advocacy organization the importance of filing a service refusal complaint and the work TLC is doing regarding accessibility. On June 16, 2021 TLC's Office of Inclusion presented to the Staten Island Independent Living Center a disability advocacy organization on the importance of filing a service refusal complaint and the work TLC is doing regarding accessibility. On June 23, 2021 TLC attended the Interagency Victim Support Working hosted by the Office for the Prevention of Hate Crimes. | □ Planned □ Not started □ Ongoing □ Delayed □ Deferred ⊠ Completed | | |

| | Planned | | | |
|---|--------------------|---------------|----------------|----------|
| | Not started | | | |
| | Ongoing | | | |
| | Delayed | | | |
| | Deferred | | | |
| | Completed | | | |
| | | | | |
| Please specify any other Community-directed activities durin fairs, etc.) and describe briefly the activities, including the da | l programs, promot | tion of agenc | y services, co | ommunity |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

V. <u>RECRUITMENT</u>

A. RECRUITMENT EFFORTS

| 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):Please describe the steps that your agency has taken to meet the Recruitment Goal(s) set/declared in your plan.Q1Q2Q3Update< |
|--|
|--|

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|--|--------|
|--|--------|

| The agency will address underutilization in FY 2021 by: Expanding internal and external applicant pools address the underutilization through outreach strategies for broader recruitment. Using the quarterly workforce report and dashboard to identify specific job groups where underutilization exists and guide recruitment efforts. The agency will implement strategies to address the impending retirement of employees and possible loss or gap in talent. | Planned Not started Ongoing Delayed Deferred Completed | | |
|--|---|--|--|
| | Planned Not started Ongoing Delayed Deferred Completed | | |
| | Planned Not started Ongoing Delayed Deferred Completed | | |

B. INTERNSHIPS/FELLOWSHIPS

The agency is providing the following internship opportunities in FY 2021: [NOTE: Please update this table every quarter]

| Type of Internship\Fellowship | Total | Race/Ethnicity* [#s] * Use self-ID data | Gender* [#s] [N-B=Non-Binary; O=Other; U=Unknown] * Use self-ID data |
|----------------------------------|-------|--|--|
| 1. Urban Fellows | 1 | White | M F _X N-B O U |
| 2. Public Service Corps | | | M F N-B O U |
| 3. Summer College Interns | | | M F N-B O U |
| 4. Summer Graduate Interns | | | M F N-B O U |
| 5. Other (specify): | | | M F N-B O U |

C. 55-A PROGRAM

The agency uses the 55-a Program to hire and retain qualified individuals with disabilities.

🗆 No

Currently, there are _1___ [number] 55-a participants.

During the 1st Quarter, a total of __0__ [number] new applications for the program were received. During the 1st Quarter _0__ participants left the program due to [state reasons] _____.

| During the 2nd Quarter, a to | otal of0 | [number] new application | ns for the prog | ram were received. |
|------------------------------|--------------|----------------------------|-----------------|--------------------|
| During the 2nd Quarter _0_ | _ participan | ts left the program due to | [state reasons] | • |

| | [A | gencyl | FY 2 | 021 | Diversity | / and E | gual | Emple | ovment | Qua | arterly | / Rei | port |
|--|----|--------|------|-----|-----------|---------|------|-------|--------|-----|---------|-------|------|
|--|----|--------|------|-----|-----------|---------|------|-------|--------|-----|---------|-------|------|

During the 3rd Quarter, a total of _0___ [number] new applications for the program were received. During the 3rd Quarter _0__ participants left the program due to [state reasons] _____.

| During the 4th Quarter, a total of _ | _0 [number] new applications for the program were received. |
|--------------------------------------|---|
| During the 4th Quarter _0 partici | pants 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 |
| | through an agency newsletter: 🛛 Yes 🗌 No |

| 2. | |
|----|--|
| | |
| 3. | |

VI. <u>SELECTION (HIRING AND PROMOTION)</u>

Please review Section VI of your Annual Plan and describe your activities for this quarter below:

| Please list additional Selection Strategies and Initiatives which you set/declared in your FY 2021 Diversity and EEO Plan (include 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 the Selection (Hiring and Promotion) Goal(s) set/declared in your plan. | Q1 Update | Q2 Update | Q3 Update | Q4 Update |
|--|--|--------------|--------------|--------------|--------------|
|--|--|--------------|--------------|--------------|--------------|

| Career Counseling: Advising employees of opportunities for promotion and career development; Notification of promotion/transfer opportunities | The Career Counselors meets with employees to discuss career paths and promotion opportunities with the agency. | Planned Not started Ongoing Delayed Deferred Completed | | |
|--|---|---|--|--|
| Reviewing the methods by which candidates are selected for promotion or to fill vacancies (new hires), especially for mid- and high-level discretionary positions | The EEO Officer/Asst. Commissioner for Human Resources reviews the selection of all employees selected for promotion. | Planned Not started Ongoing Delayed Deferred Completed | | |
| Reviewing the methods by which candidates are selected for promotion or to fill vacancies (new hires) filled through civil service lists | The EEO Officer/Asst. Commissioner participates in the interviews for civil service promotions. | Planned Not started Ongoing Delayed Deferred Completed | | |
| Describe the role of agency EEO Officer and other EEO staff in the selection of candidates for appointment or promotion (pre- and post- appointment) | The EEO Officer/Asst. Commissioner for HR reviews resumes and justifications for promotions. | Planned Not started Ongoing Delayed Deferred Completed | | |

| Analyzing the impact of layoffs or terminations on racial, gender and age groups | The EEO Officer/Asst. Commissioner for HR is included in the decision-making for the selection of layoffs and makes a determination on the impact on racial. Gender and age groups. | Planned Not started Ongoing Delayed Deferred Completed | | | |
|--|---|---|---|---|---|
| Other: | | Planned Not started | | | |
| | | | | | |
| | | Delayed | | | |
| | | □ Deferred | | | |
| | | Completed | | | |
| During this Quarter the Agency activities included: | # of Vacancies | # | # | # | # |
| | # of New Hires | # | # | # | # |
| | # of New Promotions | # | # | # | # |

VII. <u>TRAINING</u>

Please provide your training information in Part II of the report "DIVERSITY AND 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: <u>https://mspwva-dcslnx01.csc.nycnet/Login.aspx</u>

IX. COMPLIANCE AND IMPLEMENTATION OF REQUIREMENTS UNDER EXECUTIVE ORDERS AND LOCAL LAWS

A. EXECUTIVE ORDER 16: TRAINING ON TRANSGENDER DIVERSITY AND INCLUSION

Please provide E.O. 16 Training Information in Part II of the report "DIVERSITY AND EEO TRAINING SUMMARY" (in MS Excel).

B. LOCAL LAW 92: ANNUAL SEXUAL HARASSMENT PREVENTION TRAINING

Please provide Sexual Harassment Prevention Training Information in Part II of the report "DIVERSITY AND EEO TRAINING SUMMARY" (in MS Excel).

C. 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 [| X Q | 2 🛛 | Q3 🛛 | Q4 🛛 | | | |
| | gency has enter ey occur. | ed all types of comp | laints in the DCAS City | ywide Complaint Tracking System and updates the information | | | |
| $oxedsymbol{\boxtimes}$ 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: <u>https://mspwva-dcslnx01.csc.nycnet/Login.aspx</u> | | | | | | | |

D. LOCAL LAW 101: CLIMATE SURVEY

Please provide a short description of your efforts to analyze the results of climate survey in your agency.

Describe any follow-up measures taken to address the results of the climate survey:

In response to the Climate Survey, TLC has issued additional EEO Training to All staff.

X. AUDITS AND CORRECTIVE MEASURES

Please choose the statement that applies to your agency.

The agency is <u>NOT</u> involved in an audit conducted by NYC 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 NYC EEPC or the other auditing agency.

The agency has submitted or will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2021.

APPENDIX: [AGENCY NAME] EEO PERSONNEL DETAILS

EEO PERSONNEL FOR _4__ QUARTER, FISCAL YEAR 2021

A. PERSONNEL CHANGES

| Personnel Changes this Quarte | r: 🛛 No Changes | Number of Additions: | Number of Deletions: |
|---|--|--|--|
| Employee's Name & Title | | | |
| Nature of change | □ Addition □ Deletion | □ Addition □ Deletion | □ Addition □ Deletion |
| Date of Change in EEO Role | Start Date or Termination Date: | Start Date or Termination Date: | Start Date or Termination Date: |
| NOTE: Please attach CV/Resume | of new staff to this report | | |
| For New EEO Professionals: | | | |
| Name & Title | | | |
| EEO Function | EEO OfficerEEO CounselorEEO TrainerEEO Investigator55-a CoordinatorOther: (specify) | □ EEO Officer □ EEO Counselor □ EEO Trainer □ EEO Investigator □ 55-a Coordinator □ Other: (specify) | □ EEO Officer □ EEO Counselor □ EEO Trainer □ EEO Investigator □ 55-a Coordinator □ Other: (specify) |
| Proportion of Time Spent on EEO Duties | □ 100% □ Other: (specify %): | □ 100% □ Other: (specify %): | □ 100% □ Other: (specify %): |
| Completed Trainings: | | | |
| EEO Awareness Diversity & Inclusion IgbTq: The Power of Inclusion Sexual Harassment Prevention Unconscious Bias | Yes No Yes No Yes No Yes No Yes No Yes No Yes No | □ Yes □ No | □ Yes □ No |
| Training Source(s): | DCAS Agency Other | DCAS Agency Other | DCAS Agency Other |

B. CONTACT INFORMATION (Please list ALL current EEO professionals)

DIVERSITY AND EEO STAFFING IN [AGENCY NAME] AS OF 2nd QUARTER FY 2021 *

| EEO\Diversity Role | Name | <u>Civil Service Title</u> | <u>% of Time</u> <u>Devoted to EEO</u> <u>& Diversity</u> <u>Functions</u> | Office E-mail Address | Telephone # |
|---------------------------------|-----------------|----------------------------|---|-----------------------|--------------------------------|
| Diversity & Inclusion Officer | Carmen Rojas | Admin. Manager | <u>50</u> | rojasc@tlc.nyc.gov | <u>212-676-</u> 1095 |
| EEO Officer/Director | Carmen Rojas | Admin. Manager | <u>50</u> | rojasc@tlc.nyc.gov | <u>212-676-</u> 1095 |
| Deputy EEO Officer | | | | | |
| ADA Coordinator | Carmen Rojas | Admin. Manager | <u>50</u> | rojasc@tlc.nyc.gov | <u>212-676-</u> <u>1095</u> |
| Disability Rights Coordinator | Carmen Rojas | Admin. Manager | <u>50</u> | rojasc@tlc.nyc.gov | <u>212-676-</u> 1095 |
| Disability Services Facilitator | Yesenia Torres | Community Coordinator | <u>50</u> | torresy@tlc.nyc.gov | <u>212-676-</u> <u>1161</u> |
| 55-a Coordinator | Carmen Rojas | Admin. Manager | <u>50</u> | rojasc@tlc.nyc.gov | <u>212-676-</u> 1095 |
| Career Counselor | Melissa Marrero | Admin. Staff Analyst | <u>50</u> | marrerome@tlc.nyc.gov | <u>212-676-</u> 1095 |
| EEO Counselor | Carmen Rojas | Admin. Manager | <u>50</u> | rojasc@tlc.nyc.gov | <u>212-676-</u> 1095 |
| EEO Investigator | Jason Gonzalez | Agency Counsel | <u>50</u> | gonzalezj@tlc.nyc.gov | <u>212-676-</u> 1095 |
| EEO Counselor\ Investigator | | | | | |
| Investigator/Trainer | | | | | |
| EEO Training Liaison | Lisa Oliver | Admin. Manager | <u>50</u> | oliverl@tlc.nyc.gov | <u>212-676-</u> <u>1095</u> |
| Other (describe) | | | | | |

| * 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.