

AGENCY QUARTERLY DIVERSITY AND EEO REPORT FY 2020

AGENCY NAME: _TAXI AND LIMOUSIN	e Commission		
 1st Quarter (July -Septem) 2nd Quarter (October - De 3rd Quarter (January -Max 4th Quarter (April -June), 	ecember), due January 30, 2020 rch), due April 30, 2020		
Prepared by:			
Carmen RojasEEO Offic	er	212-676-1095	
Name	Title		Telephone No.
Date Submitted:November 29, 2019			
FOR DCAS USE ONLY			
Date Received:			

INSTRUCTIONS FOR FILLING OUT QUARTERLY REPORTS FY 2020

- 1. Please save this file as 'XXXX Quarter X FY 2020 DEEO Quarterly Report' 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 co-organized or co-sponsored by 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. Please save this Excel file as 'XXXX Quarter X FY 2020 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. <u>COMMITMENT AND ACCOUNTABILITY STATEMENT BY THE AGENCY HEAD</u>

Distributed to all agency employees? Use, On (Date): No

II. <u>RECOGNITION AND ACCOMPLISHMENTS</u>

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 reminded employees to update self-ID information regarding race/ethnicity, gender, and veteran status. □ Yes, On (Date): _____ ⊠ No



2. 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 (Date): ____9/18/2019____ □ No

The review was conducted together with:	🛛 Human Resources	General Counsel
	□ Agency Head	□ Other

IV. EEO, DIVERSITY, INCLUSION, AND EQUITY INITIATIVES FOR FY 2020

Please describe your progress this quarter in implementing the primary goals in Section IV of your Agency Diversity and EEO Plan for FY 2020 - <u>Proactive Strategies to Enhance Diversity, EEO and Inclusion</u>:

A. WORKFORCE:

List the Workforce Goal(s) included in <i>Section IV:</i> <i>Proactive Strategies to Enhance Diversity, EEO and</i> <i>Inclusion,</i> which you set/declared in your FY 2020 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
TLC will continue to review CEEDS reports and Dashboards to determine underutilization of job groups and	CEEDs and dashboards are consistently reviewed to determine underutilization. Underutilization	Planned Not storted			
increase its efforts to recruit a more diverse and inclusive	noted in our Enforcement Division. Discussions	□ Not started ⊠ Ongoing			
workforce in an effort to minimize the gap.	ongoing with division head to address the underutilization. Future recruitment efforts will	□ Delayed			
	include posting in more sites.	Deferred			
		□ Ongoing □ Completed			



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Delayed Delayed Deferred Ongoing Completed Planned Not started Delayed Delayed Delayed Delayed Deferred Delayed Deferred Deferred Delayed Deferred Deferred Delayed Describe steps that were taken or considered to address underutilization identified through quarterly workforce reports. Please list Job Groups where underutilization witerktore			□ Not started			
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	Police (Enforcement) women					



B. WORKPLACE:

List the Workplace Goal(s) included in <i>Section IV:</i> <i>Proactive Strategies to Enhance Diversity, EEO and</i> <i>Inclusion,</i> which you set/declared in your FY 2020 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 managers and supervisors responsible for reporting any EEO violations. Exit interviews are conducting for department employees.	TLC offered training conducting by the NYC Commission on Human Rights which opened dialogues among our employees about race and color discrimination.	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			
		 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			
		 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			



Citywide Administrative Services

Please specify any other EEO-related activities during the quarter (e.g., postings, meetings, cultural programs promoting diversity, newsletters/articles, etc.) and describe briefly the activities, including the dates when the activities occurred.

TLC distributed its Diversity @TLC newsletter to staff.



C. COMMUNITY:

List the Community Goal(s) included in <i>Section IV:</i> <i>Proactive Strategies to Enhance Diversity, EEO and</i> <i>Inclusion,</i> which you set/declared in your FY 2020 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 competency, while reflecting the vast communities that are served. 	Q1 Update	Q2 Update	Q3 Update	Q4 Update
NYC is the world's busiest and most dynamic city. Residents and tourists alike reply on the streets to be safe and depend on public transportation to get them where they need to go. Of the nearly 1 m9illion New Yorkers who have self- identified as living with disabilities, about 10% are estimated to use wheelchairs. TLC created an Office of Inclusion which focuses on service refusals by taxi drivers based on race.	TLC rules require each for-hire vehicle base to either dispatch a minimum percentage of its annual trips, increasing each year, to wheelchair accessible vehicles or work with an approved accessible vehicle dispatcher to serve wheelchair accessible trips within certain wait time limits. TLC created a public service announcement video on race-based service refusals. The announcement is being viewed in all taxi schools and in all yellow taxis. TLC conducted a campaign on race-based refusals and visited with civil rights stakeholders. TLC also conducted driver focus groups on discrimination and service refusals.	 □ Planned □ Not started ⊠ Ongoing □ Delayed □ Deferred □ Ongoing □ Completed 			
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□ Planned		
□ Not started		
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□ Completed		
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RECRUITMENT V.

List Recruitment Strategies and Initiatives which you set/declared in your FY 2020 Diversity 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):	Please describe the steps that your agency has taken to meet the Recruitment Goal(s) set/declared in your plan.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Targeted Outreach	Postings are reviewed by the EEO Officer. Upcoming exam schedules and exams are distributed to staff. All vacancies are posted on NYC Careers.	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			
		 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			





□ Planned		
□ Not started		
□ Ongoing		
□ Delayed		
□ Deferred		
□ Ongoing		
□ Completed		
-		

B. INTERNSHIPS/FELLOWSHIPS

Type of Internship\Fellowship	Total	Race/Ethnicity [#s]	Gender [#s] [N-B=Non-Binary; O=Other; U=Unknown]
Urban Fellows			M F N-B O U
Public Service Corps			M F N-B O U
Summer College Interns	3		M 2F _1N-BOU
. Summer Graduate Interns	8	3 Black, 2 Hispanic, 3 Asian American	M _3_ F5_ N-B O U
Other (specify):			M F N-B O U
. None 🗆			



C. 55-A PROGRAM

The agency uses the 55-a l	Program t	o hire and retain qualified individuals with disabilities.	🛛 Yes	□ No
Currently, there are0_	_ [number	r] 55-a participants.		
During this Quarter, a tot	al of _1	_ [number] new applications for the program were received	•	
During this Quarter0_	participa	nts left the program due to [state reasons]		
The 55-a Coordinator has	achieved	the following goals:		
1. Disseminated 55-a infor	rmation the	rough:		
e-mail	□ Yes			
training sessions	🛛 Yes	□ No		
agency website	□ Yes			
agency newsletter				

3. _____

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

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



List additional Selection Strategies and Initiatives which you outlined in your FY 2020 Diversity and EEO Plan (<i>include use of structured interviewing</i> , <i>EEO or APO representatives observing interviews</i> , <i>review of placement demographics, review of e-hire</i> <i>applicant data</i>).	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;	The Career Counselor meets with employees to review their goals and advise them of promotional opportunities. TLC's policy is to first search for internal candidates for promotions.	 Planned Not started Ongoing Delayed Deferred Ongoing 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;	Selections for promotions or to fill vacancies are reviewed by the EEO Officer/Assistant Commissioner for Human Resources.	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 			
Reviewing the methods by which candidates are selected for promotion or to fill vacancies (new hires) filled through civil service lists;	Selections for promotions or to fill vacancies are reviewed by the EEO Officer/Assistant Commissioner for Human Resources.	 Planned Not started Ongoing Delayed Deferred Ongoing 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 also serves as the Assistant Commissioner for Human Resources and is aware of all candidates selected for appointment or promotion.	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 		
Analyzing the impact of layoffs or terminations on racial, gender and age groups;	The EEO Officer along with the General Counsel's Office reviews all terminations.	 Planned Not started Ongoing Delayed Deferred Ongoing Completed 		
Other Selection Strategies and Initiatives:		 Planned Not started Ongoing Delayed Deferred Ongoing Completed 		

VII. <u>TRAINING</u>

Provide your training information in the "DIVERSITY AND EEO TRAINING SUMMARY" on the separate Excel template.



VIII. REASONABLE ACCOMMODATION

Please report your reasonable accommodation requests for this quarter 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>

All R/A requests in the current quarter are up-to-date in the DCAS Citywide Tracking System.

⊠ There were no new R/A requests in the current quarter.

IX. <u>COMPLIANCE AND IMPLEMENTATION OF REQUIREMENTS UNDER EXECUTIVE ORDERS AND</u> LOCAL LAWS

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

Provide E.O. 16 Training Information in the "DIVERSITY AND EEO TRAINING SUMMARY" on the separate Excel template.

B. EXECUTIVE ORDER 21: PROHIBITION ON INQUIRY REGARDING JOB APPLICANT'S PAY HISTORY

⊠ The agency has reviewed its practices (including application and interview forms) regarding prohibition on inquiry about pay history.

⊠ All personnel involved in job interviews is required to go through structured interview training.

C. LOCAL LAW 92: ANNUAL SEXUAL HARASSMENT PREVENTION TRAINING



Provide Sexual Harassment Prevention Training Information in the "DIVERSITY AND EEO TRAINING SUMMARY" on the separate Excel template.

D. LOCAL LAW 93: RISK ASSESSMENT SURVEY

Please provide a short description of planning and progress in implementation of strategies aimed to reduce/minimize the risk of sexual harassment in your agency.

Within the timeframe provided in your Annual Plan, provide any progress on the following, and if none write N/A:
Risk 1: Homogenous Workplace: On-going through trainings
Risk 2: Cultural and Language Differences in the Workplace: _On-going through trainings
Risk 3: Workplaces with Significant Power Disparities: _None identified
Risk 4: Isolated Workplaces: _None identified
Risk 5: Decentralized Workplaces: _None identified



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

Report all complaints and reasonable accommodation requests through DCAS/CDEEO Complaint Tracking System by logging into your CICS account at: <u>https://mspwva-dcslnx01.csc.nycnet/Login.aspx</u>



F. LOCAL LAW 101: CLIMATE SURVEY

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:*

Agency will ensure employees are aware of EEO policies, laws, and processes by providing training. It currently provides onboarding and throughout tenure training.

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 or list below audit recommendations.

The agency has submitted or will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2020.

Corrective Action: Maintain documentation regarding directives or decisions between the agency head (or a direct report other than the General Counsel) and the principal EEO Professional that impact the administration and operation of programs, policies or procedures concerning sexual harassment.



APPENDIX: [AGENCY NAME] EEO PERSONNEL DETAILS

EEO PERSONNEL FOR ____ QUARTER, FISCAL YEAR 2019

A. PERSONNEL CHANGES

Personnel Changes this Quarter: 🛛 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/Resum	NOTE: Please attach CV/Resume of new staff to this report					
For Current EEO Professionals:						
Name & Title	Carmen Rojas		Jason Gonzalez		Mukul Shukla	
EEO Function	 EEO Officer EEO Trainer 55-a Coordinator 	 EEO Counselor EEO Investigator Other: (specify) 	 EEO Officer EEO Trainer 55-a Coordinator 	 □ EEO Counselor ⊠ EEO Investigator □ Other: (specify) 	 EEO Officer EEO Trainer 55-a Coordinator 	 EEO Counselor EEO Investigator Other: (specify)
Proportion of Time Spent on EEO Duties	□ 100% ⊠	Other: (specify %): 50	□ 100% ⊠	Other: (specify %): 50	□ 100% ⊠ 50	Other: (specify %):
Attended EEO Professional On-Boarding at DCAS	🛛 Yes	□ No	🛛 Yes	□ No	🛛 Yes	□ No
Completed Trainings: EEO Diversity & Inclusion lgbTq: The Power of Inclusion Structured Interviewing and Unconscious Bias Sexual Harassment Prevention	⊠ Yes	□ No □ No □ No □ No □ No	⊠ Yes ⊠ Yes ⊠ Yes	□ No □ No □ No	⊠ Yes ⊠ Yes ⊠ Yes	□ No □ No □ No
Training Source(s):	DCAS Agence		⊠ Yes ⊠ DCAS ⊠ Agend	□ No cy □ Other	⊠ Yes ⊠ DCAS ⊠ Agen	□ No cy □ Other



B. <u>CONTACT INFORMATION (Please list ALL current EEO professionals)</u>

DIVERSITY AND EEO STAFFING IN [AGENCY NAME] AS OF QUARTER (X) FY 2019 *					
<u>Name</u>	<u>Civil Service Title</u>	EEO\Diversity Role	<u>% of Time Devoted to</u> <u>EEO & Diversity</u> <u>Functions</u>	Office E-mail Address	<u>Telephone #</u>
Carmen Rojas	Administrative Manager	Diversity & Inclusion Officer	50%	rojasc@tlc.nyc.gov	212-676-1095
Carmen Rojas	Administrative Manager	EEO Officer/Director Deputy EEO Officer	50%	rojasc@tlc.nyc.gov	212-676-1095
Carmen Rojas	Administrative Manager	ADA Coordinator	50%	rojasc@tlc.nyc.gov	212-676-1095
Carmen Rojas	Administrative Manager	Disability Rights Coordinator	50%	rojasc@tlc.nyc.gov	212-676-1095
Yesenia Torres	Community Coordinator	Disability Services Facilitator	50%	torresy@dcas.nyc.gov	212-676-1161
Carmen Rojas	Administrative Manager	55-a Coordinator	50%	rojasc@tlc.nyc.gov	212-676-1095
Melissa Marrero	Admin. Staff Analyst	Career Counselor	50%	marrerome@tlc.nyc.gov	212-676-1083
Mukul Shukla	Clerical Associate50%	EEO Counselor	<u>50%</u>	shuklam@tlc.nyc.gov	<u>718-391-5719</u>
Jason Gonzalez	Agency Attorney	EEO Investigator	<u>50%</u>	gonzalezj@tlc.nyc.gov	212-676-1104
		EEO Counselor/ Investigator			
		Investigator/Trainer			
Lisa Oliver	Admin. Staff Analyst	EEO Training Liaison Other (describe)	50%	oliverl@tlc.nyc.gov	212-676-1080

* Please indicate changes (i.e. if new personnel is filling a 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 please indicate it on the chart.