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	l : 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):	
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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	
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 			
		 Planned Not started Ongoing Delayed Deferred Completed 			

		Planned			
		Not started			
		Ongoing			
		Delayed			
		Deferred			
		Completed			
Describe steps that were taken or considered to address un	rutilization identified through quarterly workforce re	eports. Please list J	ob Groups w	here underu	tilization
exists in the current quarter.					

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	Sexual Harassment Prevention Training provided to staff.	 Planned Not started Ongoing Delayed Deferred Completed 			
EEO violations.					

		 Planned Not started Ongoing Delayed Deferred Completed 			
Please specify any other EEO-related activities during the qua briefly the activities, including the dates when the activities of EEO attended a webinar on Stop Asian Hate: City leaders di	occurred.		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 			

	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).				
		 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	ion of agenc	y services, co	ommunity

V. <u>RECRUITMENT</u>

A. RECRUITMENT EFFORTS

Please list Recruitment Strategies and Initiatives which you set/declared in your FY 2021 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
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.		 Planned Not started Ongoing Delayed Deferred Completed 			

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 		

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-BO	U	
4. Summer Graduate Interns				M F	N-BO	U	
5. Other (specify):				M F	N-B O	U	
Additional Comments:							
C. 55-A PROGRAM							
The agency uses the	e 55-a Program to hir	re and retain qualifi	ed individuals with disat	pilities.	🛛 Yes	🗆 No)
Currently, there are	e_1 [number] 55-	-a participants.					
-	· · · · · · · · · · · · · · · · · · ·		ications for the program ue to [state reasons]		ed.		
_			cations for the program ue to [state reasons]		ed.		
_			cations for the program ie to [state reasons]		d.		
-			cations for the program ie to [state reasons]		d.		
The 55-a Coordinat	or has achieved the f	following goals:					
1. Disseminated 5	5-a information – by e	e-mail: 🗌 Yes 🗌	No				
							Page 12

in training sessions: 🛛 Yes 🗌 No	
on the agency website: 🛛 Yes 🗆 No	
through an agency newsletter: 🛛 Yes	🗆 No

2.	
3.	

VI. SELECTION (HIRING AND PROMOTION)

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			
		Ongoing			
		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. <u>REASONABLE ACCOMMODATION</u>

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	L 🛛	C) 2	\boxtimes	Q3 🗆	Q4 🗆		
	-	ency has enter occur.	red	all types of comp	laints in the DCAS Cit [.]	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 _2___ 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 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	<u>Carmen Rojas</u>	Admin. Manager	<u>50</u>	rojasc@tlc.nyc.gov	<u>212-676-</u> <u>1095</u>
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> <u>1095</u>
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 personn	el filling the specified role). You may inse	rt additional entries as neede	ed. Title refers to the civil service title. I	f there is an

EEO\Diversity role that your staff performs that is not on the list above you may indicate it on the chart.