

**Taxi and Limousine Commission FY 2024
Diversity, Equity, Inclusion and Equal Employment Quarterly Report**

FY 2024 Agency Quarterly Diversity, Equity, Inclusion and EEO Report

Part I: Narrative Summary

Agency Name: <u>TAXI AND LIMOUSINE COMMISSION</u>			
<input type="checkbox"/> 1 st Quarter (July -September), due November 17, 2023		<input checked="" type="checkbox"/> 2 nd Quarter (October – December), due January 30, 2024	
<input type="checkbox"/> 3 rd Quarter (January -March), due April 30, 2024		<input type="checkbox"/> 4 th Quarter (April -June), due July 30, 2024	
Prepared by:			
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Name	Title	E-mail Address	Telephone No.
Date Submitted: <u>2/16/24</u>			
<u>FOR DCAS USE ONLY:</u>		<i>Date Received:</i>	

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Instructions for Filling out Quarterly Reports FY 2024

[NOTE: These forms are cumulative and designed to retain and preserve information for the entire FY 2024. For Q1 please copy the goals, programs, and initiatives from your draft of the FY 2024 DEI-EEO plan. Insert these statements in the corresponding sections of the Quarterly Report below, particularly sections IV, V, and VI. For Q2, Q3 and Q4, use previous quarter's submission to update their status, retaining all information for the prior quarters. You should also add programs and initiatives begun in these quarters even if they were not mentioned in the Annual Plan]

1. Please save this file as **“XXXX Quarter X FY 2024 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 2024 DEI-EEO Report.Part II Training Summary”**, where ‘XXXX’ is the commonly used acronym of your agency. You must submit this file in MS Excel format. **Please do not convert it to PDF.**

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I. Commitment and Accountability Statement by the Agency Head

- Distributed to all agency employees? Yes, On (Date): No
- By e-mail
- Posted on agency intranet and/or website
- Other _____

II. Recognition and Accomplishments

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

- Diversity, equity, inclusion and EEO Awards
- Diversity, equity, inclusion and EEO Appreciation Events
- Public Notices
- Positive Comments in Performance Appraisals
- Other (please specify): _____

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

Q1. The agency did not have any recognition events this quarter.

Q2. The agency did not have any recognition events this quarter.

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III. Workforce Review and Analysis

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

Q1 (9/30/2023): **461** Q2 (12/31/2023): **459** Q3 (3/31/2024): _____ Q4 (6/30/2024): _____

II. Agency reminded employees to update self-ID information regarding race/ethnicity, gender, and veteran status.

- Yes On (Date): _____ Yes again on (Date): _____ No
- NYCAPS Employee Self Service (by email; strongly recommended every year)
 - Agency's intranet site
 - On-boarding of new employees
 - Newsletters and internal Agency Publications

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

Yes - on (Dates): Q1 Review Date: _____ Q2 Review Date: **12/14/23** Q3 Review date: _____ Q4 Review date: _____

The review was conducted with:

- | | | | |
|---|---|--|--|
| <input type="checkbox"/> Agency Head | <input checked="" type="checkbox"/> Agency Head | <input type="checkbox"/> Agency Head | <input type="checkbox"/> Agency Head |
| <input type="checkbox"/> Human Resources | <input type="checkbox"/> Human Resources | <input type="checkbox"/> Human Resources | <input type="checkbox"/> Human Resources |
| <input type="checkbox"/> General Counsel | <input checked="" type="checkbox"/> General Counsel | <input type="checkbox"/> General Counsel | <input type="checkbox"/> General Counsel |
| <input type="checkbox"/> Other _____ | <input checked="" type="checkbox"/> Other -- Chief of Staff | <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ |
| <input checked="" type="checkbox"/> Not conducted | <input type="checkbox"/> Not conducted | <input type="checkbox"/> Not conducted | <input type="checkbox"/> Not conducted |

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IV. EEO, Diversity, Inclusion and Equity Initiatives for FY 2024

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 2024.

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 2024 Diversity, Equity, Inclusion and EEO Plan (e.g., underutilization, workforce planning, succession planning and diverse applicant pool, among others).

1. **Goal: Retention and professional development**-TLC recognizes that supervisors and managers play an important and influential role in the successful functioning at our agency because they are the individuals who carry out the leadership's vision while performing the day-to-day operations of the agency. Additionally, the agency is experiencing retention issues across all levels of the agency. Studies have shown that employees leave employment because of their manager. By training all supervisory/managerial staff, and providing support, should improve the employee experience and improve employee retention.

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. How do you evaluate the effectiveness of these actions?

The agency is developing The Leadership Community Academy (TLC Academy). The courses will be designed to provide supervisors and managers with the skills, tools, and best practices to create and foster an inclusive work environment. TLC Academy will be a multi-faceted supervisor training that will incorporate diversity, equity, and inclusion principles into each module. TLC Academy will offer fundamentals of managing a team including topics such as:

- Leadership Skills
- Effective Communication

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- Making the transition from staff member to supervisor
- Performance management
- Employee evaluations
- Discipline process
- Recruitment, hiring, and onboarding
- Unconscious Bias
- EEO
- Conflict Resolution

TLC Academy will have courses aimed at two different groups of supervisors and managers; newly promoted (been in your role less than one year), and current supervisor and managers, who have been in their role for more than one year. Upon completion of the modules, attendees will continue to be supported by attending updates, refreshers, and feedback sessions. They will also be provided with resource pages and mentoring support. By providing ongoing training and support, supervisors and managers will be able to adapt to changes and continually improve their own performance.

During Q1, EEO, Training, Human Resources, and Discipline met to discuss the topics, modules and identifying new supervisors and managers. We also met to discuss scheduling and length of the training program. The effectiveness will be evaluated by reviewing whether the number of EEO and related workplace complaints are reduced, retention rates, and feedback provided by attendees.

During Q2, EEO, Training, Human Resources, and Discipline met to review the modules, content, identifying new supervisors and managers. We also met to discuss scheduling and length of the training program. The program was scheduled to launch during Q3. The effectiveness will be evaluated by reviewing whether the number of EEO and related workplace complaints are reduced, retention rates, and feedback provided by attendees.

Workforce Goal #1 Updates:

Q1 Update:	<input checked="" type="checkbox"/> Planned	<input checked="" type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input checked="" 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
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. **Goal: Recruitment-** Increase the women who take the Inspector civil service exam by 5% to increase the applicant pipeline for this position. To address underutilization of women in the police category (Taxi and Limousine Inspector and Associate Taxi and Limousine Inspector).

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. How do you evaluate the effectiveness of these actions?

During Q1, no steps were taken because there is not an exam currently scheduled.
During Q2, no steps were taken because there is not an exam currently scheduled.

Workforce Goal #2 Updates:

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input checked="" 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 checked="" 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. **Efforts to reduce Workforce underutilization:**

**Please describe steps that were taken or planned to address underutilization identified through quarterly workforce reports.
Please list Job Groups where underutilization exists in the current quarter.**

There is underutilization for women in the Police job group. To address the underutilization of women, the agency will focus on raising awareness and recruiting for this position.

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B. Workplace:

Please list the Workplace Goal(s) included in *Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2024*, which you set/declared in your FY 2024 Diversity, Equity, Inclusion and EEO Plan (e.g., job satisfaction/engagement surveys, exit interviews/surveys, and onboarding surveys).

- Goal:** The agency recently hired its inaugural Chief Equity & Inclusion Officer. This person will develop a baseline of employee attitudes around inclusion, workplace culture, and DEI activities. After the baseline is established, the data received will be used to focus efforts in these areas, which will include benchmarks to assess the effectiveness of initiatives and activities.

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. How do you evaluate the effectiveness of these actions?

Develop and distribute a survey of staff to assess diversity, equity, and inclusion at the agency.

Q2—the agency is developing a climate survey which will provide information that will be used as a baseline to gage employee attitudes related to workplace culture.

Workplace Goal #1 Updates:

Q1 Update:	<input type="checkbox"/> Planned	<input checked="" type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input checked="" 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
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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5. Other Workplace Activities:

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

During Q1, the agency's distributed the below announcements to staff via the agency's Diversity Newsletter:

1. July is Bebe Moore Campbell National Minority Mental Health Awareness Month, also known as BIPOC Mental Health Month. The theme of Mental Health America's 2023 BIPOC Mental Health campaign is Culture, Community, & Connection. Staff were advised that mental health qualifies for a reasonable accommodation and provided with resources via NYC Well to access free confidential crisis counseling, mental health and substance use support, information and referrals.
2. July is Disability Pride Month. The continued work of advocacy by and for the disabled continues to make life for many safer and better. July 26 – The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990 by President George H.W. Bush. The announcement highlighted the different disabilities and reminded staff that if they had a disability they may be eligible for an accommodation.
3. Information related to the newly enacted Local Law 12 of 2023, which requires NYC agencies to develop and implement five-year website accessibility plan and additional information related to how inaccessible websites can create unnecessary barriers that make it difficult or impossible for people with disabilities, just as physical barriers like steps can prevent some people with disabilities from entering a building.
4. In recognition of Disability Pride Month, an TLC's sent an announcement for the inaugural book club entitled, "Licensed to Read." The book club is designed to provide a space for staff to learn, discuss, and acknowledge different viewpoints and experiences. Reading is one of the surest methods for gaining new perspectives. We will read and discuss a book or movie related to the national heritage month or day. Even if staff does not read the selected book, they can still participate in the discussions because the themes will be universal, it is a great way to connect with your colleagues and increase your cultural competency and awareness. The announcement contained the information related to the virtual discussion. The event was scheduled for July 28, 2023, and the selected book was "Disability Visibility: First-Person Stories from the Twenty-First Century" edited by Alice Wong. This book is a collection of essays that provides a "glimpse of the vast richness and complexity of the disabled experience, highlighting the passions, talents, and everyday lives of this community."
5. In August we recognized International Left Handers Day (August 13). The announcement detailed how in the past, it was thought that being left-handed was a curse. Parents forced their children to use their right hands so as to not suffer the consequences of living in a prejudiced society. The announcement also highlighted notable people who are left-handed.

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6. Women's Equality Day (August 26). Since 1971, Women's Equality Day has been celebrated annually on August 26. The celebration falls on the anniversary of the ratification of the 19th Amendment (August 26, 1920) which granted women the right to vote. The announcement included information about how the 19th Amendment did not grant Native American, Asian American, Latinx and African American women the right to vote because state laws prohibited them from voting due to race to race, ethnicity, and national origin until the Voting Rights Act of 1965 which prohibited state and local government from imposing any voting rule that "results in the denial or abridgement of the right of any citizen to vote on account of race or color" such as literacy tests and poll taxes. In 1975 the Voting Rights Act was amended to include a "language minority" category. The amendment added protections and accommodations for voters with limited English, such as access to translators and ballots in multiple languages. These language protections catered largely to Spanish speakers, though the category also included Alaska Natives, Native Americans, and Asian Americans. The announcement included a link to the Women's Rights National Historical Park's website.
7. Staff was provided with information about a movie screening of *The Shattered Mind* and a Q & A with the filmmaker. This is an award-winning film, written, directed and produced by Black Deaf filmmaker Jade Bryan. The film features a Black Deaf Family struggling to piece together the history of hearing loss. This event was sponsored by the NYC Mayor's Office for People with Disabilities, the NYC Mayor's Office of Media and Entertainment and the NYC Department of Cultural Affairs. The event was scheduled for September 22, 2023.
8. The agency was invited to participate in the African American parade, scheduled for September 17, 2023.
9. Hispanic Heritage Month | Sept 15-Oct 15
Hispanic Heritage Month is a celebration of Hispanic culture and contributions across the United States. Each year, it has a theme. In 2023, the theme is *Latinos: Driving Prosperity, Power, and Progress in America*. Hispanic Heritage Month, which is celebrated annually between September 15 and October 15. The term Hispanic or Latino (or the more recent term Latinx) refers to a person's culture or origin—regardless of race. Staff was provided with information and a link to the Smithsonian's National Museum of the American Latino. The museum's Molina Family Latino Gallery is the Smithsonian's first gallery dedicated to the Latino experience.
10. In September, an announcement about the selected book for the Book Club. In recognition of Hispanic Heritage Month, staff will read "American Like Me" by America Ferrera and the discussion will be conducted on October 12, 1-2pm.
11. Staff was provided with information about a virtual event, in recognition of Hispanic Heritage month. Staff was invited to watch and discuss the Emmy-winning documentary "Mendez v. Westminster: For All the Children" which tells the little-known story of how California became the first state to end school segregation and paved the way to the landmark Supreme Court decision *Brown v. Board of Education*. Until 1946, Latino students were expected to attend separate "Mexican schools" based on factors like their complexion and last name. In 1946, Mexican Americans in Orange County, California won a class action lawsuit to dismantle the segregated school system. The plaintiffs in *Mendez v. Westminster* argued that the students were segregated into separate schools based solely on their national origin in violation of the Fourteenth Amendment of the U.S. Constitution. The NAACP's Thurgood Marshall saw *Mendez* as a pathway to ending "separate but equal" once and for all and used similar reasoning when he argued the *Brown v. Board of Education* before the Supreme Court.

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Events:

1. On July 28, 2023, in recognition of Disability Pride Month, TLC's book club, "Licensed to Read" discussed "Disability Visibility: First-Person Stories from the Twenty-First Century" edited by Alice Wong. This book is a collection of essays that provides a "glimpse of the vast richness and complexity of the disabled experience, highlighting the passions, talents, and everyday lives of this community."
2. On September 19th, at 1pm – 2pm, in recognition of Hispanic Heritage Month, the Office of Inclusion conducted a virtual event which included a discussion of the documentary about the Mendez v. Westminster case. Mendez was the springboard for the landmark school desegregation case, Brown v. Board of Education. Attendees watched the Emmy-winning documentary "Mendez v. Westminster: For All the Children" which tells the little-known story of how California became the first state to end school segregation and paved the way to the landmark Supreme Court decision Brown v. Board of Education. Afterwards we discussed the documentary.
3. On September 22, 2023, staff from TLC's Office of Inclusion attended a screening of the film "The Shattered Mind." In recognition of Deaf Awareness Month. The event was sponsored by the NYC Mayor's Office for People with Disabilities, the NYC Mayor's Office of Media and Entertainment and the NYC Department of Cultural Affairs. The film features a Black Deaf Family struggling to piece together the history of hearing loss. The film was written, directed, and produced by a Black Deaf filmmaker. After the film screening, attendees engaged in a Q & A with the filmmaker. The event was held at the Museum of the Moving Image.

During Q2, the agency's distributed the below announcements to staff via the agency's Diversity Newsletter or email

1. TLC's Office of Inclusion will be participating in the NYC Disability Pride Parade (DPPNYC), on Sunday, October 22, 2023. This year's parade theme is "Disability Pride means: Nothing About Us Without Us!" which highlights DPPNYC's commitment to the full inclusion of people with disabilities. Join us as we walk together as a group to celebrate disability pride and represent the Autistic community. All volunteers will receive a TLC T-shirt to wear during the parade.
2. In recognition of Breast Cancer Awareness Month, employees were encouraged to participate in "Pink Tober" to Embrace the Power of Pink: Unite for Hope, Courage, and Strength. Employees at each location were provided with a day of the week, between October 23-27 2023, to wear pink, bring pink snacks for the pink table to honor those who have been lost to breast cancer, celebrate the survivors and stand with the fighters.
3. In November in recognition of Native American Heritage Month, the below announcement was sent pertaining to an event.
 - a. The Office of Inclusion is excited to invite you to an enriching cultural experience that promises to be both educational and inspiring as we celebrate Native American Heritage Month. Please join us for a captivating tour of the National Museum of the American Indian, where we will delve into the rich history, diverse cultures, and incredible artistry of Native American people. At our core, we believe in

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fostering a deeper understanding of the world around us and celebrating the diverse heritage that makes our country so unique. The event was scheduled for Wednesday, November 1, 2023.

4. In recognition of Veterans Day, we sent an email explaining the significance of the day and information about the Veteran’s Day event. The email included the below information:
 - a. It is a U.S. legal holiday dedicated to American veterans of all wars. In 1918, on the 11th hour of the 11th day of the 11th month, an armistice, or temporary cessation of hostilities, was declared between the Allied nations and Germany in World War I, then known as “the Great War.” November 11th became a federal holiday in the United States in 1938, and it was known as Armistice Day. In the aftermath of World War II and the Korean War, Armistice Day became known as Veterans Day.

On Tuesday, November 14, 2023, 2:00-3:00pm, the Office of Inclusion is hosting an event in recognition of two veterans, consisting of a panel discussion wherein they will discuss their military service and how they were able to transition into their current roles.

5. On December 4, 2023, an email was sent to staff about Secret Snowflake which is the Mayor’s Office’s annual donation drive which mobilizes corporate and mayoral volunteers to provide toys and necessities to youth in-need for the winter season.
6. An announcement pertaining to the 16 Days of Activism Against Gender-Based Violence campaign. The announcement included a summary of the campaign, a link to Mayor Adams’ message, link for resources and information about the December 6 panel discussion, “Addressing Violence Against the Trans and Gender Expansive Community.”
7. Human Rights Day is observed annually on December 10th. It commemorates the day on which the United Nations General Assembly adopted the Universal Declaration of Human Rights in 1948. The declaration outlines fundamental human rights to be universally protected, regardless of race, religion, nationality, gender, or other distinctions.
8. Employees were notified of the addition of height and weight discrimination to the NYC Human Rights Law. The announcement included the effective date, a description and examples of what can constitute a violation of this new protected category.
9. An announcement for the agency sponsored toy drive that was going to benefit children in Harlem Community School District 5, CEC 5 and Community Boards 9 and 10.

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Events

1. TLC was an Exhibitor at the 2023 Citywide MWBE Procurement Fair that was held on October 2, 2023.
2. On October 22, 2023, employees participated in the Disability Pride Parade. This year's parade theme was "Disability Pride means: Nothing About Us Without Us!" which highlights DPPNYC's commitment to the full inclusion of people with disabilities.
3. On October 25, 2023, OOI staff attended and represented the agency at the White Cane Awards held at Gracie Mansion. The White Cane Awards celebrates and acknowledges those in our community who use white canes to "navigate a world that is sometimes not designed with their needs in mind."
4. On November 1, 2023, employees visited the Museum of the American Indian, in recognition of Native American Heritage Month. Ten employees joined the staff from the Office of Inclusion on a captivating tour of the National Museum of the American Indian. Attendees were able to delve into the rich history, diverse cultures, and incredible artistry of Native American people. At the museum, we learned that Manhattan's original residents were the Lenape and it was originally named "Manahatta" meaning "place for gather wood to make bows." And just like today, everything was available in "Manahatta"—forests filled with fruit, nuts, and animals, trees for making canoes, tools and homes, waterways teeming with fish, and easy access for trade with other Native peoples.
5. On Tuesday, November 14, 2023, the Office of Inclusion hosted a virtual event in recognition of Veterans Day. Two agency employees were panelists who shared their military experience. They each served in the Army: One was a Chemical Operations Specialist who was responsible for operating, maintaining & supervising the use of nuclear, biological, and chemical detection and decontamination equipment. The other employee was a Corporal, and was an Infantry Soldier, who served in the field, working to defend our country against any threats on the ground. He engaged in reconnaissance, intelligence, and was an anti-armor specialist. They also discussed transitioning into civilian life and into their current roles with TLC.
6. On November 17, 2023 - Breaking Bread, Building Bonds: TLC Commissioner, Senior Staff, Office of Inclusion and Office of External Affairs engaged with at Queens Borough Hall to meet with drivers and passengers to discuss concerns and issues.
7. On Monday, December 3, 2023, OOI represented the agency at the Mount Sinai Spinal Cord Injury Center's (SCI) 3rd Annual Spinal Cord Injury Research Fair at Mount Sinai Hospital. The fair offered cutting-edge spinal cord injury research, ongoing studies, and supportive community groups working on latest advancements for SCI. Accessible Dispatch and TLC shared information on WAVs and related programs, with doctors, nurses, vendors, other attendees, and the disability community.

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C. Community:

Please list the Community Goal(s) included in Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2024, which you set/declared in your FY 2024 Diversity, Equity, Inclusion and EEO Plan (e.g., community outreach and engagement, M/WBE participation and customer satisfaction surveys).

- Goal:** Examine and address issues related to discrimination in the taxi and for-hire vehicle industry, including but not limited to service refusals by drivers to passengers or prospective passengers on the basis of ethnicity or race, disability, gender, sexual orientation or destination.

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 How do you evaluate the effectiveness of these actions?

Q1. On August 3, 2023, the Office of Inclusion (OOI) hosted a meeting with members of accessibility advocacy groups. Commissioner Do, Education employees, and senior staff were also present at this meeting. Disability advocates were provided with updates about WAVs and issues related to accessibility within the For-Hire Vehicle (FHV) industry. Through partnership with these advocates and community members the TLC will continue create a more equitable riding experience for all who utilize a hired vehicle.

Resulting from information gathered during the August 3rd meeting with disability advocates, on August 10, 2023, Commissioner Do, Chief of Patrol Torres, Assistant Commissioner Sbrano, TLC Enforcement Officers and OOI staff visited a location in Chelsea to gain a deeper understanding of the issues facing the Blind and Low Vision Community.

No update for Q2. This matter is ongoing.

Community Goal #1 Updates:

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. **Goal:** Develop and implement additional training for drivers, such as anti-bias training, to educate them about discriminatory treatment in the taxi and for-hire vehicle industry.

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 How do you evaluate the effectiveness of these actions?

During Q1, the Licensing Division and Education Unit met with the vendor who is developing the anti-bias training that will be implemented into the Refresher course that licensees will have to attend to renew their TLC license. Such trainings shall include best practices on how drivers can meet the needs of passengers with disabilities, including but not limited to caring for mobility devices, communicating with persons who are hearing impaired and alerting passengers with visual impairments. The vendor will develop modules and provide them to Education for review. The course should launch during Q3.

In Q2, the agency worked with a vendor who developed a new refresher course for drivers. Employees from Education, Licensing and Inclusion reviewed the modules. In addition to information about driving, etiquette and rules, the modules include information and videos on service refusals and anti-bias/discriminatory conduct. Additionally, the vendor conducted Train the Trainer session for the education providers. The course will be standardized across all providers to ensure that all licensees receive the same information.

Community Goal #2 Updates:

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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3. Conduct outreach to community groups whose members have experienced issues with the taxi and for-hire-vehicles based on a person’s protected category.

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. How do you evaluate the effectiveness of these actions?

On August 3, 2023, the Office of Inclusion (OOI) hosted a meeting with members of accessibility advocacy groups. Commissioner Do, Education employees, and senior staff were also present at this meeting. Disability advocates were provided with updates about WAVs and issues related to accessibility within the For-Hire Vehicle (FHV) industry. Through partnership with these advocates and community members the TLC will continue create a more equitable riding experience for all who utilize a hired vehicle.

Resulting from information gathered during the August 3rd meeting with disability advocates, on August 10, 2023, Commissioner Do, Chief of Patrol Torres, Assistant Commissioner Sbrano, TLC Enforcement Officers and OOI staff visited a location in Chelsea to gain a deeper understanding of the issues facing the Blind and Low Vision Community.

In Q2, OOI reached out to organizations related to low vision/blind individuals in an effort to conduct outreach and schedule meetings to discuss accessibility issues. We also drafted a letter that will be sent to community organizations to spread information about service refusals, how to file a complaint, and the complaint process. We worked on the presentation and identifying organizations.

Community Goal #3 Updates:

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 checked="" 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
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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4. Incorporate best practices on how drivers can meet the needs of passengers with disabilities, including but not limited to caring for mobility devices, communicating with persons who are hearing impaired and alerting passengers with visual impairments awaiting a ride once the vehicle has arrived.

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. How do you evaluate the effectiveness of these actions?

During Q1, the Licensing Division and Education Unit met with the vendor who is developing the anti-bias training that will be implemented into the Refresher course that licensees will have to attend to renew their TLC license. The course includes topics such as interacting with passengers who have a disability. The vendor will develop modules and provide them to Education for review. The course should launch during Q3.

In Q2, the agency worked with a vendor who developed a new refresher course for drivers. Employees from Education, Licensing and Inclusion reviewed the modules. In addition to information about driving, etiquette and rules, the modules include information and videos on interacting with people who have a disability. Additionally, the vendor conducted Train the Trainer session for the education providers. The course will be standardized across all providers to ensure that all licensees receive the same information.

Community Goal #4 Updates:

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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5. Ensure that 50% of "eligible" agency contracts are awarded to M/WBEs with a focus on vendors from underutilized categories.

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. How do you evaluate the effectiveness of these actions?

During Q1, TLC’s procurement staff met weekly to discuss how we can include M/WBE vendors on current and upcoming procurement request. When there is no Preferred source requirement TLC Seeks out M/WBE vendors for all eligible procurements TLC attends every (known) M/WBE event with the last being the Citywide Procurement Fair. TLCs intends to attend most MOCS in your Neighborhood event, taking advantage of every opportunity to engage with M/WBE vendors.

In Q2, TLC was an Exhibitor at the 2023 Citywide M/WBE Procurement Fair that was held on October 2, 2023. This quarter, 30% of contracts were awarded to MWBE vendors, whose demographic consisted of Asian Indian, Caucasian Women, Black, and Hispanic. Asian Indian is an underutilized category for M/WBE vendors and this demographic received approximately 40% of the monies dispensed to all vendors this quarter.

Community Goal #5 Updates:

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

1. Other Community programs and activities:

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

1. Throughout the month of July, Disability Unite partnered with every NYC Borough President and held a Disability Pride Month Celebration in every borough. These first-of-its-kind events provided an opportunity for individuals with a disability and disability advocates to meet the Borough President and show the strength of the Disability Community. TLC’s OOI staff attended and represented TLC at each event.

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2. In July, employees from Education, Safety and Emissions, and Enforcement collaborated to place Wheelchair Accessible Vehicle (WAV) decals on vehicles at the airport hold lots. The decals illustrate step by step instructions how to secure a passenger who is in a wheelchair into the car. During the months of July and August, the team applied 262 decals for a total of 2,291 decals distributed since the inception of the program.
3. On July 13, 2023, the agency prepared a WAV Driver Spotlight Q&A Video Feature for Disability Pride Month. The purpose of the video was to engage the licensee community and disseminate information related to policy and agency initiatives related to passengers who have a disability.
4. External Affairs (EA) is the agency's primary community-facing unit, and Uniformed Services Bureau (USB), TLC's specialized law enforcement division partner together to conducted presentations to senior/adult centers to provide information about TLC resources and information related to what is and is not permissible when utilizing a for-hire-vehicle and taxis. During Q1 presentations were held on the below dates and locations.
 - a. On July 11, 2023, Manhattan
 - b. July 25, 2023, Van Dyke II Older Adults Center
 - c. August 16, 2023, Roy Reuther Older Adults Center
 - d. August 24, 2023, JASA Rockaway Park Older Adult Center
5. EA represented TLC at the below listed community events to provide information about TLC resources/offering to the public and to address any questions and concerns from the community.
 - a. July 8, 2023 - FDNY Eng. Co. 230 Block Party in Brooklyn.
 - b. July 15, 2023 -Upper West Side Community Reunion
 - c. July 18, 2023 - Queens Chamber of Commerce Business Resources Day
 - d. July 23, 2023 - Myrtle Ave Summer Street Fair
 - e. July 26, 2023 - Queens Chamber of Commerce's Immigrant Business Resources Fair
 - f. July 29, 2023 - IDG Family BBQ
 - g. August 8, 2023 - NYPD Patrol Borough Manhattan North's Harmony Day
 - h. August 11, 2023 - NYPD PSA 4 Service & Beautification Day
 - i. August 16, 2023 - DCAS Vision Zero Traffic Safety Fair
 - j. August 19, 2023 - FDNY Block Party Eng. Co. 41 in the Bronx
 - k. August 20, 2023 - Myrtle Avenue Street Fair
 - l. August 29, 2023 - TLC Electric Vehicle Ride & Drive 30-Aug
 - m. August 30, 2023 - Resource Fair at Queensborough Community College (QCC)
 - n. September 5, 2023 - Rideshare Driver Wellness Day in Queens
 - o. September 9, 2023 - Manhattan Chamber of Commerce's Shop Small Biz Street Fair
 - p. September 9, 2023 -2nd Annual Intercultural Fall Festival & Street Fair in Queens
 - q. September 14, 2023 - Black Car Fund Resource Fair in Queens
 - r. September 16, 2023 - DOHMH's Brooklyn Annual Fall Fair and Film Festival held in Brooklyn

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- s. September 23, 2023 - 2023 Flushing Annual Fall Festival
 - t. September 27, 2023 - Brooklyn Community Board 17 Transportation/Public Safety Virtual Meeting
 - u. September 30, 2023 - 3rd Annual China Day & Mid-Autumn Cultural Parade/ 6th USA International Dragon & Lion Dance Cultural Festival in Queens
6. Van Hailin is a program designed to improve customer service. It consists of a 20-foot Sprinter van, that has been retrofitted as a mobile office; staffed by representatives from TLC's Licensing, External Affairs, and Prosecution Units. Van Hailin' also partners with a mobile lab so that licensees can also submit required testing. Licensees attend Van Hailin' events to pay fines, handle summonses, and address related licensing matters on the spot instead of going to TLC's offices in Long Island City. In Q1, this event was held on the below dates and locations:
- a. July 21, 2023 in the Bronx
 - b. September 22, 2023 in Manhattan (Harlem)
7. On August 1, 2023, EA, USB, and the Commissioner attended National Night Out Against Crime events at Brooklyn's 78th Precinct, Queens' 104th Precinct, The Bronx 42nd Precinct, and Brooklyn Transit District 30. Commissioner David Do presented a proclamation on behalf of Mayor Eric Adams to the Commanding Officer of the 78th Precinct. The Commissioner also greeted Congresswoman Grace Meng at the Queens event. TLC's Chief of Patrol and TLC's Language Access Coordinator were also in attendance to share resources with the riding public and assist with translation.
8. On August 2, 2023 - Yellow Taxi Driver Spotlight: (Licensee Leaders, August 2023) Interview/feature for media program to engage licensee community & disseminate information related to policy and agency initiatives.
9. August 16, 2023 - WAV Driver Spotlight: (Licensee Leaders August 2023) at the Taxi Clubhouse. This was an Interview/feature for media program to engage licensee community & disseminate information related to policy and agency initiatives.
10. August 18, 2023 - Driver Spotlight: (Licensee Leaders August 2023 Feature) Interview/feature for media program to engage licensee community & disseminate information related to policy and agency initiatives.
11. August 21, 2023 - Base Spotlight: Tap & Ride, Inc. (Licensee Leaders August 2023 Feature) Interview/feature for media program to engage licensee community & disseminate information related to policy and agency initiatives.
12. On August 22, 2023, EA, OOI, Education, and Commissioner Do attended the Taxi Driver Appreciation Day held at JFK and LaGuardia airports.
13. On August 22, 2023, OOI and Education employees distributed WAV decals at the hold lots at JFK and LaGuardia airports and at TLCs Woodside location.
14. September 7, 2023 - Driver Spotlight: EV Owner-Driver (Licensee Leaders, Sept. 2023) Interview/feature for media program to engage licensee community and disseminate information related to policy and agency initiatives.

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15. September 21, 2023 - TLC's Licensee Leaders: (Driver Spotlight, Sept. 2023) Interview/feature for media program to engage licensee community and disseminate information related to policy and agency initiatives.

The following outreach efforts were conducted in Q2 by the TLC as a part of Inclusion Initiatives:

1. Van Hailin is a program designed to improve customer service. It consists of a 20-foot Sprinter van, that has been retrofitted as a mobile office; staffed by representatives from TLC's Licensing, External Affairs, and Prosecution Units. Van Hailin' also partners with a mobile lab so that licensees can also submit required testing. Licensees attend Van Hailin' events to pay fines, handle summonses, and address related licensing matters on the spot instead of going to TLC's offices in Long Island City. In Q1, this event was held on the below dates and locations:
 - a. October 27, 2023 - Bronx
 - b. November 18, 2023 - Queens
 - c. December 15, 2023 - Staten Island

2. EA represented TLC at the below listed community events to provide information about TLC resources/offering to the public and to address any questions and concerns from the community.
 - a. October 3, 2023 - Brooklyn Community Board 7 Transportation Committee
 - b. October 7, 2023 - Bronx Community Justice Center Carnival
 - c. October 15, 2023 - Queens Chamber of Commerce Business Resource Fair
 - d. October 21, 2023 - NYC Votes Flushing Voter Registration
 - e. October 26, 2023 - Queens Chamber of Commerce's Flushing Business Resource Day
 - f. October 28, 2023 - 38th Annual Bronx Halloween Parade
 - g. November 29, 2023 - Queens Chamber Small Business Resource Fair

3. EA and USB presentations to senior/adult centers to provide information about TLC resources and information related to what is and is not permissible when utilizing a for-hire-vehicle and taxis:
 - a. October 5, 2023 – Brooklyn
 - b. October 19, 2023 - Manhattan
 - c. November 2, 2023 - Clinton Older Adult Center, Manhattan
 - d. November 28, 2023 - Langston Hughes Senior Center, Brooklyn

4. October 24, 2023 - TLC's Licensee Leaders: Alexyss Oscal (Driver Spotlight, Oct. 2023):

5. November 17, 2023 - TLC Resource Fair: TLC hosted an event at Queens Borough Hall, to provide information and resources to community members and licensees from TLC and partners.

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6. November 30, 2023 - TLC's Licensee Leaders: Michael Fenton (Driver Spotlight, Nov. 2023): TLC staff engaged in an interview/feature at an on-site location in Central Brooklyn, focusing on driver and passenger-facing information.
7. December 6, 2023 - TLC's Licensee Leaders: Hatuey Moyaluna (Driver Spotlight, Dec. 2023): TLC staff engaged in an interview/feature at an on-site location in Midtown Manhattan, focusing on driver and passenger-facing information.

D. Equity, Inclusion and Race Relations Initiatives:

Please list the Equity, Inclusion and Race Relations initiatives included in Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2024, which you set/declared in your FY 2024 Diversity, Equity, Inclusion and EEO Plan.

Please describe the steps that your agency has taken to establish your agency as a leader in creating equitable and inclusive workplace environment and enhancing cultural competency. 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. How do you evaluate the impact of these initiatives?

1. TLC will focus on employee engagement by conducting heritage month events, conduct staff surveys related to DEI, ERGs and related activities.

Please describe the activities, including the dates when the activities occurred. How do you evaluate the impact of these initiatives?

12. In July 2023, announcements were sent to staff related to National Minority Mental Health Awareness Month, also known as BIPOC Mental Health Month, Disability Pride Month, Local Law 12 of 2023, and the launch of the agency's inaugural book club entitled, "Licensed to Read." The book club is designed to provide a space for staff to learn, discuss, and acknowledge different viewpoints and experiences. We will read and discuss a book or movie related to the national heritage month or day.
13. In August we recognized International Left Handers Day which is August 13th and Women's Equality Day on August 26.
14. In September staff was provided with information about a movie screening of The Shattered Mind and a Q & A with the filmmaker. This is an award-winning film, written, directed and produced by Black Deaf filmmaker Jade Bryan. The film features a Black Deaf Family struggling to piece together the

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history of hearing loss. This event was sponsored by the NYC Mayor's Office for People with Disabilities, the NYC Mayor's Office of Media and Entertainment and the NYC Department of Cultural Affairs. The event was scheduled for September 22, 2023.

15. The agency was invited to participate in the African American parade, scheduled for September 17, 2023.
16. In September, announcements were sent to staff about Hispanic Heritage Month which is a celebration of Hispanic culture and contributions across the United States. Each year, it has a theme. In 2023, the theme is Latinos: Driving Prosperity, Power, and Progress in America. Hispanic Heritage Month, which is celebrated annually between September 15 and October 15. The term Hispanic or Latino (or the more recent term Latinx) refers to a person's culture or origin—regardless of race. Staff was provided with information and a link to the Smithsonian's National Museum of the American Latino. The museum's Molina Family Latino Gallery is the Smithsonian's first gallery dedicated to the Latino experience. Additionally, staff was provided with the book selection. The discussion was scheduled to be held on October 12, 2023.
17. In September, Staff was provided with information about a virtual event, in recognition of Hispanic Heritage month. Staff was invited to watch and discuss the Emmy-winning documentary "Mendez v. Westminster: For All the Children" which tells the little-known story of how California became the first state to end school segregation and paved the way to the landmark Supreme Court decision Brown v. Board of Education. Until 1946, Latino students were expected to attend separate "Mexican schools" based on factors like their complexion and last name. In 1946, Mexican Americans in Orange County, California won a class action lawsuit to dismantle the segregated school system. The plaintiffs in Mendez v. Westminster argued that the students were segregated into separate schools based solely on their national origin in violation of the Fourteenth Amendment of the U.S. Constitution. The NAACP's Thurgood Marshall saw Mendez as a pathway to ending "separate but equal" once and for all and used similar reasoning when he argued the Brown v. Board of Education before the Supreme Court.

Events:

4. On July 28, 2023, in recognition of Disability Pride Month, TLC's book club, "Licensed to Read" discussed "Disability Visibility: First-Person Stories from the Twenty-First Century" edited by Alice Wong. This book is a collection of essays that provides a "glimpse of the vast richness and complexity of the disabled experience, highlighting the passions, talents, and everyday lives of this community."
5. On September 19th, at 1pm – 2pm, in recognition of Hispanic Heritage Month, the Office of Inclusion conducted a virtual event which included a discussion of the documentary about the Mendez v. Westminster case. Mendez was the springboard for the landmark school desegregation case, Brown v. Board of Education. Attendees watched the Emmy-winning documentary "Mendez v. Westminster: For All the Children" which tells the little-known story of how California became the first state to end school segregation and paved the way to the landmark Supreme Court decision Brown v. Board of Education. Afterwards we discussed the documentary.
6. On September 22, 2023, staff from TLC's Office of Inclusion attended a screening of the film "The Shattered Mind." In recognition of Deaf Awareness Month. The event was sponsored by the NYC Mayor's Office for People with Disabilities, the NYC Mayor's Office of Media and Entertainment and the NYC Department of Cultural Affairs. The film features a Black Deaf Family struggling to piece together the history of hearing loss. The film was written,

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directed, and produced by a Black Deaf filmmaker. After the film screening, attendees engaged in a Q & A with the filmmaker. The event was held at the Museum of the Moving Image.

During Q2, the agency's distributed the below announcements to staff via the agency's Diversity Newsletter or email

1. TLC's Office of Inclusion will be participating in the NYC Disability Pride Parade (DPPNYC), on Sunday, October 22, 2023. This year's parade theme is "Disability Pride means: Nothing About Us Without Us!" which highlights DPPNYC's commitment to the full inclusion of people with disabilities. Join us as we walk together as a group to celebrate disability pride and represent the Autistic community. All volunteers will receive a TLC T-shirt to wear during the parade.
2. In November in recognition of Native American Heritage Month, the below announcement was sent pertaining to an event.
 - a. The Office of Inclusion is excited to invite you to an enriching cultural experience that promises to be both educational and inspiring as we celebrate Native American Heritage Month. Please join us for a captivating tour of the National Museum of the American Indian, where we will delve into the rich history, diverse cultures, and incredible artistry of Native American people. At our core, we believe in fostering a deeper understanding of the world around us and celebrating the diverse heritage that makes our country so unique. The event was scheduled for Wednesday, November 1, 2023.
3. An announcement pertaining to the 16 Days of Activism Against Gender-Based Violence campaign. The announcement included a summary of the campaign, a link to Mayor Adams' message, link for resources and information about the December 6 panel discussion, "Addressing Violence Against the Trans and Gender Expansive Community."
4. Human Rights Day is observed annually on December 10th. It commemorates the day on which the United Nations General Assembly adopted the Universal Declaration of Human Rights in 1948. The declaration outlines fundamental human rights to be universally protected, regardless of race, religion, nationality, gender, or other distinctions.
5. Employees were notified of the addition of height and weight discrimination to the NYC Human Rights Law. The announcement included the effective date, a description and examples of what can constitute a violation of this new protected category.

Events

1. On October 22, 2023, employees participated in the Disability Pride Parade. This year's parade theme was "Disability Pride means: Nothing About Us Without Us!" which highlights DPPNYC's commitment to the full inclusion of people with disabilities.

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2. On November 1, 2023, employees visited the Museum of the American Indian, in recognition of Native American Heritage Month. Ten employees joined the staff from the Office of Inclusion on a captivating tour of the National Museum of the American Indian. Attendees were able to delve into the rich history, diverse cultures, and incredible artistry of Native American people. At the museum, we learned that Manhattan’s original residents were the Lenape and it was originally named “Manahatta” meaning “place for gather wood to make bows.” And just like today, everything was available in “Manahatta”—forests filled with fruit, nuts, and animals, trees for making canoes, tools and homes, waterways teeming with fish, and easy access for trade with other Native peoples.

3. On Tuesday, November 14, 2023, the Office of Inclusion hosted a virtual event in recognition of Veterans Day. Two agency employees were panelists who shared their military experience. They each served in the Army: One was a Chemical Operations Specialist who was responsible for operating, maintaining & supervising the use of nuclear, biological, and chemical detection and decontamination equipment. The other employee was a Corporal, and was an Infantry Soldier, who served in the field, working to defend our country against any threats on the ground. He engaged in reconnaissance, intelligence, and was an anti-armor specialist. They also discussed transitioning into civilian life and into their current roles with TLC.

Equity, Inclusion and Race Relations Initiative #1 Updates:

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input checked="" 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 checked="" 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

V. Recruitment

A. Recruitment Efforts

Please list **Recruitment Initiatives and Strategies** which you set/declared in your FY 2024 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).

Increase the women who take the Police civil service exam by 5% to increase the applicant pipeline for this position in an effort to address underutilization of women in this job group.

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

During Q1, no steps were taken because there is not an exam currently scheduled.
During Q2, no steps were taken because there is not an exam currently scheduled.

Recruitment Initiatives/Strategies #1 Updates:

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

B. Recruitment Efforts for Civil Service Exams

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

Quarter #	Event Date	Event Name	Borough
2		N/A	

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

Borough	Approximate Dollar Amount (\$) in Q1	Approximate Dollar Amount (\$) in Q2	Approximate Dollar Amount (\$) in Q3	Approximate Dollar Amount (\$) in Q4
Bronx	0	NA		
Brooklyn	0			
Manhattan	0			
Queens	0			
Staten Island	0			

C. Recruitment Sources

List recruitment sources used for filling vacancies in the current Quarter (include Q#)

Q2

1. nyc.gov/jobs
2. Law school simplicity websites
- 3.
- 4.
- 5.

D. Internships/Fellowships

The agency is providing the following internship opportunities in FY 2024. [**Note:** Please update this information every quarter.]

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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: 0

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

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

2. Public Service Corps Total: 0

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: 0

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: 0

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: legal interns (Prosecution) 2

Race/Ethnicity* [#s]: Black___ Hispanic___ Asian/Pacific Islander___ Native American___ White_2___ Two or more Races___

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Gender* [#s]: M _1_ F _1_ N-B ___ O ___ U ___

Other (specify) Summer Youth Employment Program Total: 2

Race/Ethnicity* [#s]: Black___ Hispanic___ Asian/Pacific Islander_2__ Native American___ White___ Two or more Races___

Gender* [#s]: M ___ F _2_ N-B ___ O ___ U ___

Other (specify) College Aides Total: 4

Race/Ethnicity* [#s]: Black_2__ Hispanic_1__ Asian/Pacific Islander___ Native American___ White_1__ Two or more Races___

Gender* [#s]: M _2_ F _2_ N-B ___ O ___ U ___

Additional comments:

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VI. Selection (Hiring and Promotion)

Please review Section VI of your FY 2024 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 2024 Diversity, Equity, Inclusion and EEO Plan (*e.g., use of structured interview, EEO or APO representatives observing interviews, review of placements, review of e-hire applicant data*). Please describe the steps that your agency has taken to meet these objectives.

1. Career Counseling: Advising employees of opportunities for promotion and career development; Notification of promotion/transfer opportunities.
 - a. The agency has relaunched a newsletter which includes a column for the Career Counselor to provide any relevant information. Additionally, the newsletter will be used to disseminate information related to civil services exams, job postings, and training.
2. Reviewing the methods by which candidates are selected for appointment, promotion, or to fill vacancies (new hires), especially for mid- and high-level discretionary positions.
3. Describe the role of agency EEO Officer and other EEO staff in the selection of candidates for appointment or promotion (pre- and post-appointment).
4. Analyzing the impact of layoffs or terminations on racial, gender and age groups.
5. Other:

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During this Quarter the Agency activities included:	# of Vacancies	# of New Hires	# of New Promotions
Q1	# <u>13</u>	# <u>32</u>	# <u>6</u>
Q2	# <u>1</u>	# <u>12</u>	# <u>5</u>
Q3	# _____	# _____	# _____
Q4	# _____	# _____	# _____

VII. Training

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

VIII. Reasonable Accommodation

Please report all reasonable accommodation requests and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at: <https://mspwwa-dcslnx01.csc.nycnet/Login.aspx>

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

Q1: Yes No

Q2: Yes No

Q3: Yes No

Q4: Yes No

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IX. Compliance and Implementation of Requirements Under Executive Orders and Local Laws

A. Local Law 92: Annual Sexual Harassment Prevention training

Please provide Sexual Harassment Prevention Training Information in Part II of the report “DEI-EEO Training Summary” (in MS Excel).

B. Local Law 97: Annual Sexual Harassment Reporting

The agency has entered the sexual harassment Complaint Data in the DCAS Citywide Complaint Tracking System and updates the information as they occur.

Q1

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.

Report all complaints and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at: <https://mstpwa-ctwapx02.csc.nycnet/Login.aspx>

C. Executive Order 16: Training on Transgender Diversity and Inclusion

Please provide E.O. 16 Training Information in Part II of the report “DEI-EEO Training Summary” (in MS Excel).

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IX. Audits and Corrective Measures

Please choose the statement that applies to your agency.

- The agency is NOT involved in an audit conducted by NYC Equal Employment Practice Commission (EEPC) or another governmental agency specific to our EEO practices.
- The agency is involved in an audit; please specify who is conducting the audit: 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 2023.
- The agency received a Certificate of Compliance from the auditing agency in 2022 or 2023.

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 2024

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 type="checkbox"/> Other: (specify %):	<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. Elsa Hampton	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 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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. EEO Officer Essentials: Complaint/Investigative Processes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. EEO Officer Essentials: Reasonable Accommodation	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9. Essential Overview Training for New EEO Officers	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10. Understanding CEEDS Reports	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

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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	4.		5.		6.	
Completed EEO Trainings:	<input 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 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 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 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 type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5. Unconscious Bias	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6. Microaggressions	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7. EEO Officer Essentials: Complaint/Investigative Processes	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
8. EEO Officer Essentials: Reasonable Accommodation	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9. Essential Overview Training for New EEO Officers	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
10. Understanding CEEDS Reports	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No

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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:

MAILING ADDRESS: 33 Beaver Street, 23rd Floor, NY, NY 10004

Diversity and EEO Staffing as of 2nd Quarter FY 2024*

<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	Elsa Hampton	Executive Agency Counsel	100	hamptone@tlc.nyc.gov	212-676-1150
Deputy EEO Officer OR Co-EEO Officer					
Chief Diversity & Inclusion Officer	Elsa Hampton	Executive Agency Counsel	100	hamptone@tlc.nyc.gov	212-676-1150
Diversity & Inclusion Officer					
Chief Diversity Officer/Chief MWBE Officer per E.O. 59					
ADA Coordinator	Yesenia Torres	Community Coordinator	100	TorresYetlc.nyc.gov	212-676-1161

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Disability Rights Coordinator	Carmen Rojas		15	rojasc@tlc.nyc.gov	212-676-1095
Disability Services Facilitator	Yesenia Torres	Community Coordinator	100	TorresYetlc.nyc.gov	212-676-1161
55-a Coordinator	Carmen Rojas		15	rojasc@tlc.nyc.gov	212-676-1095
Career Counselor	Olga Schulman	schulmano@tlc.nyc.gov	50	schulmano@tlc.nyc.gov	212-676-1083
EEO Counselor					
EEO Investigator					
EEO Counselor\ Investigator					
Investigator/Trainer					
EEO Training Liaison					
Other (specify)					
Other (specify)					

* Please note changes (new personnel filling the specified role). You may insert additional entries as needed. Title refers to the civil service title. If there is an EEO\ Diversity role that your staff performs that is not on the list above, you may indicate it on the chart. You may provide full contact information once if several roles are performed by the same person.