

AGENCY QUARTERLY DIVERSITY AND EEO REPORT FY 2020

| AGENCY NAME: _TAXI A | AND LIMOUSINE COMMISSION | | |
|--|--|--------------|---------|
| □ 2 nd Quart ⊠ 3 rd Quart | er (July -September), due December 13, 2019 ter (October - December), due January 30, 2020 ter (January -March), due April 30, 2020 er (April -June), due July 30, 2020 | | |
| Prepared by: | | | |
| Carmen Rojas | EEO Officer | 212-676-1095 | |
| Name | Title | Telepho | one No. |
| Date Submitted:May 14 | 4, 2020 | | |
| FOR DCAS USE ONLY | | | |
| Date Received: | | | |

INSTRUCTIONS FOR FILLING OUT QUARTERLY REPORTS FY 2020

- 1. Please save this file as 'XXXX Quarter X FY 2020 DEEO Quarterly Report' where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Word format. Please do not convert it to PDF.
- 2. Complete the "Diversity and EEO Training Summary" details in the attached Excel file. Under Section 10 ("Other"), include training classes co-organized or co-sponsored by EEO and/or HR that are related to the development of the agency staff in the areas of equal employment, diversity, inclusion, civil rights, workplace culture and behavior, interpersonal relations, and community relations.
- 3. Please save this Excel file as 'XXXX Quarter X FY 2020 DEEO Training Summary", where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Excel format. Please do not convert it to PDF.



PART I: NARRATIVE SUMMARY

I. <u>COMMITMENT AND ACCOUNTABILITY STATEMENT BY THE AGENCY HEAD</u>

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

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

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

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

III. WORKFORCE REVIEW AND ANALYSIS

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

 □ Yes, On (Date):
 □ No



| The review was conducted together with: | Human Resources | 🗖 General Counsel |
|---|-----------------|-------------------|
| | □ Agency Head | Other |

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

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

A. WORKFORCE:

| List the Workforce Goal(s) included in <i>Section IV:</i> <i>Proactive Strategies to Enhance Diversity, EEO and</i> <i>Inclusion,</i> which you set/declared in your FY 2020 Diversity and EEO Plan (e.g., underutilization, workforce planning, succession planning and diverse applicant pool, among others): | Please describe the steps that your agency has taken to meet the Workforce Goal(s) set/declared in your plan. Include steps that were taken or considered to build an inclusive and sustainable pipeline for your agency across all levels. | Q1 Update | Q2 Update | Q3 Update | Q4 Update |
|---|---|--|--------------|--------------|--------------|
| TLC will continue to review CEEDS reports and Dashboards to determine underutilization of job groups and increase its efforts to recruit a more diverse and inclusive workforce in an effort to minimize the gap. | CEEDs and dashboards are consistently reviewed to determine underutilization. Underutilization noted in our Enforcement Division. Discussions ongoing with division head to address the underutilization. Future recruitment efforts will include posting in more sites. | Planned Not started Ongoing Delayed Deferred Ongoing Completed | | | |



| Not started Ongoing Delayed Deferred Ongoing Completed Planned | | | |
|--|-------------|--------------|--|
| □ Delayed □ Deferred □ Ongoing □ Completed | | | |
| Deferred Ongoing Completed | | | |
| □ Ongoing □ Completed | | | |
| Completed | | | |
| _ | | | |
| □ Planned | | | |
| | | | |
| □ Not started | | | |
| □ Ongoing | | | |
| □ Delayed | | | |
| □ Deferred | | | |
| □ Ongoing | | | |
| □ Completed | | | |
| eports. Please list Jo | ob Groups w | here underut | ilization |
| | | | |
| • | | - ···· | eports. Please list Job Groups where underut |



B. WORKPLACE:

| List the Workplace Goal(s) included in <i>Section IV:</i> <i>Proactive Strategies to Enhance Diversity, EEO and</i> <i>Inclusion,</i> which you set/declared in your FY 2020 Diversity and EEO Plan (e.g., job satisfaction/engagement surveys, exit interviews/surveys, and onboarding surveys): | Please describe the steps that your agency has taken to meet the Workplace Goal(s) set/declared in your plan. O Include steps that were taken or considered to create an inclusive work environment that values differences that each of your unique employees brings to work, and to maintain focus on retaining talent across all levels. | Q1 Update | Q2 Update | Q3 Update | Q4 Update |
|---|--|--|--------------|--------------|--------------|
| We want our employees present and future, to view us as an employer of choice. TLC will continue its efforts to provide EEO training to all staff advising them of their EEO rights and responsibilities. TLC also holds managers and supervisors responsible for reporting any EEO violations. Exit interviews are conducting for department employees. | Webex Disability Etiquette training provided to staff. | Planned Not started Ongoing Delayed Deferred Ongoing X Completed | | | |
| | | Planned Not started Ongoing Delayed Deferred Ongoing Completed | | | |
| | | Planned Not started Ongoing Delayed Deferred Ongoing Completed | | | |



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

TLC distributed its Diversity @TLC newsletter to staff.



C. COMMUNITY:

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



| LC | | | | | |
|----|---------------|--|---|---|---|
| | | | | | V |
| | Planned | | | | |
| | □ Not started | | | | |
| | □ Ongoing | | | | |
| | □ Delayed | | | | |
| | □ Deferred | | | | |
| | □ Ongoing | | | | |
| | □ Completed | \boxtimes | | | |
| | | Not started Ongoing Delayed Deferred Ongoing | □ Not started□□ Ongoing□□ Delayed□□ Deferred□□ Ongoing□ | Image: Not startedImage: Image: I | Image: Not startedImage: Image: I |

VI. <u>RECRUITMENT</u>

| List Recruitment Strategies and Initiatives which you set/declared in your FY 2020 Diversity and EEO Plan (e.g., targeted outreach and outreach, diversity recruitment, social media presence, where jobs are posted, EEO and APO collaboration, evaluation of best recruitment sources, structured interview training and unconscious bias training): | Please describe the steps that your agency has taken to meet the Recruitment Goal(s) set/declared in your plan. | Q1 Update | Q2 Update | Q3 Update | Q4 Update |
|---|---|--|--------------|--------------|--------------|
| Targeted Outreach | Postings are reviewed by the EEO Officer. Upcoming exam schedules and exams are distributed to staff. All vacancies are posted on NYC Careers. | Planned Not started Ongoing Delayed Deferred Ongoing Completed | | | |



| Citywide Administrative Services | | | |
|----------------------------------|---------------|--|--|
| | 🗆 Planned | | |
| | □ Not started | | |
| | □ Ongoing | | |
| | □ Delayed | | |
| | □ Deferred | | |
| | □ Ongoing | | |
| | □ Completed | | |
| | | | |
| | 🗆 Planned | | |
| | □ Not started | | |
| | □ Ongoing | | |
| | □ Delayed | | |
| | □ Deferred | | |
| | □ Ongoing | | |
| | □ Completed | | |
| | | | |

B. INTERNSHIPS/FELLOWSHIPS

NYC DCAS

| Type of Internship\Fellowship | Total | Race/Ethnicity [#s] | Gender [#s] [N-B=Non-Binary; O=Other; U=Unknown] |
|----------------------------------|-------|---------------------|--|
| 1. Urban Fellows 0 | | | M F N-B O U |
| 2. Public Service Corps | 0 | | M _ F _ N-B _ O _ U |
| 3. Summer College Interns | 0 | | MFN-BOU |
| 4. Summer Graduate Interns | 0 | | MFN-BOU |
| 5. Other (specify): | | | M F N-B O U |
| 6. None 🗆 | | | |





C. 55-A PROGRAM

| The agency uses the 55-a | Program t | o hire and retain qualified individuals with disabilities. | 🛛 Yes | □ No |
|---------------------------|-----------|--|-------|------|
| Currently, there are1_ | _ [number | ·] 55-a participants. | | |
| During this Quarter, a to | tal of _1 | _ [number] new applications for the program were received. | | |
| During this Quarter0_ | participa | nts left the program due to [state reasons] | | |
| The 55-a Coordinator has | | 88 | | |
| 1. Disseminated 55-a info | | 5 | | |
| e-mail | 🗆 Yes | | | |
| training sessions | 🛛 Yes | □ No | | |
| agency website | 🛛 Yes | | | |

2. Participated in career and job fairs and use internship, work-study, co-op, and other programs to attract a pool of diverse 55-a program applicants □ Yes ⊠ No

 \Box Yes \Box No

3. _____

VII. SELECTION (HIRING AND PROMOTION)

agency newsletter

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



| List additional Selection Strategies and Initiatives which you outlined in your FY 2020 Diversity and EEO Plan (include use of structured interviewing, EEO or APO representatives observing interviews, review of placement demographics, 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; | The Career Counselor meets with employees to review their goals and advise them of promotional opportunities. TLC's policy is to first search for internal candidates for promotions. | Planned Not started Ongoing Delayed Deferred Ongoing Completed | | | |
| Reviewing the methods by which candidates are selected for promotion or to fill vacancies (new hires), especially for mid- and high-level discretionary positions; | Selections for promotions or to fill vacancies are reviewed by the EEO Officer/Assistant Commissioner for Human Resources. | Planned Not started Ongoing Delayed Deferred Ongoing Completed | | | |
| Reviewing the methods by which candidates are selected for promotion or to fill vacancies (new hires) filled through civil service lists; | Selections for promotions or to fill vacancies are reviewed by the EEO Officer/Assistant Commissioner for Human Resources. | Planned Not started Ongoing Delayed Deferred Ongoing Completed | | | |



| Describe the role of agency EEO Officer and other EEO staff in the selection of candidates for appointment or promotion (pre- and post- appointment); | The EEO Officer also serves as the Assistant Commissioner for Human Resources and is aware of all candidates selected for appointment or promotion. | Planned Not started Ongoing Delayed Deferred Ongoing Completed | | |
|--|--|--|--|--|
| Analyzing the impact of layoffs or terminations on racial, gender and age groups; | The EEO Officer along with the General Counsel's Office reviews all terminations. | Planned Not started Ongoing Delayed Deferred Ongoing Completed | | |
| Other Selection Strategies and Initiatives: | | Planned Not started Ongoing Delayed Deferred Ongoing Completed | | |

VIII. <u>TRAINING</u>

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



IX. <u>REASONABLE ACCOMMODATION</u>

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

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

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

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

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

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

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

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

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

C. LOCAL LAW 92: ANNUAL SEXUAL HARASSMENT PREVENTION TRAINING



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

D. LOCAL LAW 93: RISK ASSESSMENT SURVEY

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

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



E. LOCAL LAW 97: ANNUAL SEXUAL HARASSMENT REPORTING

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

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



F. LOCAL LAW 101: CLIMATE SURVEY

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

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

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

XI. AUDITS AND CORRECTIVE MEASURES

Please choose the statement that applies to your agency.

The agency is <u>NOT</u> involved in an audit conducted by NYC EEPC or another governmental agency specific to our EEO practices.

□ The agency is involved in an audit; please specify who is conducting the audit: _____

□ Attach or list below audit recommendations.

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

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



APPENDIX: [TAXI AND LIMOUSINE COMMISSION] EEO PERSONNEL DETAILS

EEO PERSONNEL FOR _3_ QUARTER, FISCAL YEAR 2020

A. PERSONNEL CHANGES

| Personnel Changes this Quarter: 🛛 No Changes | | Number of Additions: | | Number of Deletions: | | |
|--|---|--|--|---|--|---|
| Employee's Name & Title | | | | | | |
| Nature of change | □ Addition □ Deleti | ion | □ 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 Current EEO Professiona | ls: | | | | | |
| Name & Title | Carmen Rojas | | Jason Gonzalez | | Mukul Shukla | |
| EEO Function | □ EEO Trainer □ E | EO Counselor EO Investigator ther: (specify) | EEO Officer EEO Trainer 55-a Coordinator | □ EEO Counselor ⊠ EEO Investigator □ Other: (specify) | EEO Officer EEO Trainer 55-a Coordinator | EEO Counselor EEO Investigator Other: (specify) |
| Proportion of Time Spent on EEO Duties | □ 100% ⊠ Other | : (specify %): 50 | □ 100% ⊠ | Other: (specify %): 50 | □ 100% ⊠ 50 | Other: (specify %): |
| Attended EEO Professional On-Boarding at DCAS | ⊠ Yes □ N | 0 | 🛛 Yes | □ No | 🛛 Yes | □ No |
| Completed Trainings: EEO Diversity & Inclusion lgbTq: The Power of Inclusion Structured Interviewing and Unconscious Bias Sexual Harassment Prevention | ☑ Yes ☑ Yes ☑ Yes ☑ Yes ☑ Yes ☑ Yes ☑ N ☑ Yes ☑ N | 0 0 | ⊠ Yes ⊠ Yes ⊠ Yes ⊠ Yes ⊠ Yes | □ No □ No □ No □ No □ No | ⊠ Yes ⊠ Yes ⊠ Yes ⊠ Yes ⊠ Yes | □ No □ No □ No □ No □ No |
| Training Source(s): | 🖾 DCAS 🖾 Agency 🗆 |] Other | 🛛 DCAS 🖾 Agen | cy 🛛 Other | 🛛 DCAS 🖾 Agen | ncy 🛛 Other |



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

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

* Please indicate changes (i.e. if new personnel is filling a specified role.) You may insert additional entries as needed. "Title" refers to the civil service title. If there is an EEO\Diversity role that your staff performs that is not on the list above please indicate it on the chart.