

**Diversity, Equity, Inclusion and Equal
Employment Opportunity (DEI-EEO) Plan**

Fiscal Year 2024

Taxi & Limousine Commission

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I. Commitment and Accountability Statement by the Agency Head

As Commissioner, I encourage all employees to become familiar with the federal, state and local laws, including the New York City Citywide Equal Employment Opportunity Policy (EEO Policy), that prohibit workplace discrimination. You can review the EEO Policy on TLC's intranet.

Discrimination, discriminatory and sexual harassment is strictly prohibited at TLC. Our employment practices, including but not limited to, recruitment, hiring, training, professional development opportunities, and promotion are made regardless of actual or perceived race, color, national origin, alienage or citizenship status, religion, creed, gender (including gender identity), sexual orientation, disability, age, military status, prior record of arrest or conviction, marital status, partnership status, caregiver status, genetic information or predisposing genetic characteristic, status as a victim or witness of domestic violence, sex offenses or stalking, and unemployment status, and consumer credit history. Discrimination, sexual and discriminatory harassment based on any of the above categories is prohibited. An individual's employment, or changes in work assignments, shall be based entirely on the individual's ability, education, training, relevant experience, performance, and other valid job requirements in accordance with civil service laws and rules as applicable. Retaliation against a person who makes an inquiry, files a complaint, commences litigation under applicable anti-discrimination laws, participates in the investigatory process, or voices opposition to unlawful discrimination is also prohibited. Anyone who violates this policy is subject to discipline, including termination.

Elsa Hampton is TLC's EEO Officer, and she has the overall responsibility to implement, monitor and report violations of the EEO policy. She is also responsible for handling reasonable accommodation requests. A copy of the Reasonable Accommodation Procedural Guidelines is available on TLC's intranet.

If you believe that you have been subjected to discrimination, discriminatory or sexual harassment, retaliation, or need to request a reasonable accommodation, contact Elsa Hampton, via email at HamptonE@tlc.nyc.gov or via telephone 212-676-1150. Her office is at 33 Beaver Street, 22nd Floor, New York, NY 10004.

The EEO Officer will treat complaints and accommodation requests provided by employees confidentially. This means that information obtained from a person who seeks the assistance of the EEO Officer will not be discussed with any other person, including other personnel except to the extent necessary to investigate or resolve a complaint or provide a reasonable accommodation.

All managers and supervisors must promptly notify TLC's EEO Officer if they receive, or become aware of, discrimination or discriminatory harassment. Failure to report such allegations to the EEO Officer may result in disciplinary action against the manager or supervisor. Managers and supervisors are not to engage in any investigation into the allegation.

Additionally, I am also affirming my commitment to maintaining and fostering a diverse and inclusive work environment by ensuring that our workforce reflects the diversity of New York

City and the customers we serve.

This statement is the same as last year.

This statement will be disseminated to all employees in the agency.

II. Recognition and Accomplishments

In the past year, our agency accomplished the following as part of our commitment to DEI and EEO:

1. Taxi & Limousine Commission prides itself in facilitating outreach opportunities and collaborating with stakeholders to provide information about the industry to various communities throughout New York City. TLC conducts its community outreach consistently to social media platforms such as Twitter, Facebook, and Instagram and in tandem sends email blasts in top languages used throughout our city. Through this communication, as well as the updated information on the TLC website, stakeholders are notified about our outreach efforts. TLC attends and sets up informational tables at street/resource fairs, resident association/community meetings and townhall meetings. TLC also host resource fairs in every Borough called “TLC in Your Borough”. Additionally, in an effort to encourage and enhance community participation, TLC has created a Mobile Outreach Team (Pop Up Shop). The Mobile Outreach Team consists of representatives from TLC’s External Affairs, Licensing, Uniformed Services, Prosecution and Safety & Emission. The Mobile Outreach Team conducts this outreach operation once a month at a designated location through TLC’s sprinter van to resolve industry matters, hear suggestions, inform the community about our agency, and answer any TLC related questions.

2. Office of Inclusion will develop and implement anti-bias training for TLC licensed drivers and bases and encourage members of the public to file 311 complaints when denied service or subject to discrimination.

3. October 6, 2022 – Provided information about TLC resources/offering to the public and drivers in Long Island City.

4. November 16, 2022 - Provided information about TLC resources/offering to the public and drivers in Manhattan.

5. On October 6, 2022 – Attended a Driver and passenger facing workshop at Fordham Heights in the Bronx.

6. On October 14, 2022 – Provided information about TLC resources/offering to the public and drivers in Brooklyn.

7. On January 5, 2023 – Interview for Awareness Campaign to disseminate information related to policy and agency initiatives and concerns.

8. On January 19, 2023 – Interview for Awareness Campaign to disseminate information related to policy and agency initiatives and concerns.
9. On February 1, 2023 – Van Hailin a pilot program designed to improve customer service. Van Hailin is 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 can register to attend a Van Hailin' event to pay fines, handle summonses, and address related licensing matters on the spot instead of going to TLC’s offices in Long Island City. It also partners with local community organizations and other city agencies to provide information and services to the public throughout the five boroughs. On February 1, 2023, there was a soft launch of Van Hailin in Queens. Events were also held on April 28, 2023, in Manhattan and June 23, 2023, in Brooklyn.
10. On February 3, 8, 9 and 14, 2023 – Provided information about TLC resources/offering to the public and addressed concerns.
11. On February 21, 2023 – Filmed Awareness Campaign honoring Women’s History Month.
12. On May 4, 2023, External Affairs (EA) hosted "Power Hour with the Commissioner. " Attendees had the opportunity to discuss issues and concerns with Commissioner David Do.
13. On May 31, 2023, the Chief Diversity and Inclusion Officer conducted an event in recognition of Asian American Heritage Month. The event consisted of a conversation with the Commissioner, wherein he discussed his career path, the model minority myth, and his relocation from DC to NY.
14. In June 2023, the Chief Diversity and Inclusion Officer launched a newly revised Diversity Newsletter. The newsletter contains information about EEO, diversity, training, career counseling, heritage events, and related community events.
15. In June 2023, TLC employees participated in the Pride Parade in recognition of LGBTQ Month.

III. Workforce Review and Analysis

Please provide the total agency headcount as of 6/30/2023

Total Headcount: 457

Pursuant to Local Law 27 (2023), provide an analysis of your agency's compensation data and measures to address pay disparity and occupational segregation in FY 2023. The term "occupational segregation" means a group's under-representation or over-representation in certain jobs or fields of work, when such group is protected by the employment related provisions of the city's human rights law and such group does not benefit from greater pay, responsibility, flexibility, stability, prestige, or other indicators of job desirability. To do this analysis, look at titles where pay disparity exists and salaries vary within the same title when compared by years of service. Also conduct a comparison of women and racial or ethnic minority group members.

1.] [Look at titles where pay disparity exists and salaries vary within the same title when compared by years of service. Also conduct a comparison of women and racial or ethnic minority group members.]

EEO conducted a review of identified senior staff and their salaries. The review did not reveal any pay disparity among senior staff members based on years of service, women, and racial/ethnic group members.

2. [Describe steps taken to encourage all employees at your agency to update self-ID information regarding race/ethnicity, gender, and veteran status through either NYCAPS Employee Self Service (ESS) or other means.]

In FY 2024, the agency will remind and encourage its employees to update self-ID information regarding race/ethnicity, gender, and veteran status through any of the following means:

- NYCAPS Employee Self Service (by email; strongly recommended every year)
- Agency's intranet site
- On-boarding of new employees
- Employees unable to complete the self-identification form using ESS will be provided an opportunity to submit paper form to the EEO Office.
- In FY 2024, the agency will inform and remind employees of the option to add preferred name in ESS.

3. [Describe the review process of the quarterly CEEDS reports on workforce composition, utilization, and new hires and promotions data presented in your quarterly agency workforce dashboard and/or internal workforce reporting. Describe how your agency's EEO Officer, Personnel Officer and Agency Head work together to review demographic trends. These reports must be reviewed regularly with the Agency Head.]

The EEO Officer/Chief Equity Inclusion Officer will review the CEEDS dashboard with the Agency Head, General Counsel and Assistant Commissioner for Human Resources on a quarterly basis to identify any trends and potential barriers.

[Note: If necessary, the agency can reach out to DCAS CEI for guidance on interpreting their underutilization reports. However, it is the agency's responsibility to use that data to inform its recruitment plans and efforts to reduce/eliminate underutilization.]

- The agency conducts regular reviews of the CEEDS workforce reports and the summary dashboard sent to the EEO Officer by DCAS' Citywide Equity and Inclusion (CEI) to provide demographic data and trends. The review includes an analysis of workforce composition by job title, job group, race/ethnicity, and gender for all employees; new hires, promotions, and separation data; and utilization analysis.

[Select the options that apply to your agency.]

Agency Head

- Quarterly Semi-Annually Annually Other _____

Human Resources

- Quarterly Semi-Annually Annually Other _____

General Counsel

- Quarterly Semi-Annually Annually Other _____

Other (Chief of Staff)

- Quarterly Semi-Annually Annually Other _____

- The agency review entails a discussion concerning perceived workplace barriers for job groups that may surface in underutilization reports and for factors that may be creating these barriers (e.g., hiring patterns in specific job titles).

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

[State below the central goals of your strategy for FY 2024 focused on promoting equity, increasing diversity, assuring equal employment opportunity, and enhancing the value of inclusion at your agency. Categorize your goals according to the strategic area targeted.]

1. Goals and strategies to enhance DEI and EEO in areas of Workforce, Workplace, Community, and Race Relations.

❖ Workforce:

- [Workforce goals should be directed at the composition of your workforce, recruitment, retention, promotion, and professional development.]

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.

Goal: Recruitment- 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.

❖ Workplace:

- [Workplace goals have to do with inclusion, workplace culture, and employee activities.]

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.

❖ Community:

- [Community goals should be directed at the external environment of your agency, the public and entities served by the agency.]

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.

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.

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

Goal: 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.

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

❖ **Equity, Inclusion and Race Relations Initiatives:**

- [Describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. (Age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums)]

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

2. Planned Programs, Initiatives, Actions

[Describe the ongoing and new programs, actions, and initiatives planned for FY 2024, which are aimed toward enhancement and expansion of the three foundations of Diversity and EEO strategy: Workforce, Workplace, and Community.]

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

A. Workforce

[In addition to the strategic goals above, please indicate here specific actions and initiatives planned with respect to Workforce.]

[Note: Please address the specific recruitment, selection and promotion strategies, sources, and procedures in Sections V and VI, below.]

[The actions listed below require internal agency collaboration and are not limited to the EEO Office.]

[Describe how your agency will address underutilization in FY 2024. Please mention here major job groups experiencing underutilization of women and minorities in your agency, and how your agency plans to address the underutilization. This should also include details of how the quarterly reports and dashboards will be used, partnership with the human resources office, initiatives around targeted recruitment, professional development for existing employees, and focus on civil service exams.]

To address underutilization of women in the police category (Taxi and Limousine Inspector and Associate Taxi and Limousine Inspector), the agency will create a public awareness campaign for the purpose of increasing visibility of TLC Police, their role, and duties. Increase the women who take the civil service exam by 5% to increase the applicant pipeline for this position.

B. Workplace

[Describe specific actions designed to create inclusive workplace culture, enhance equity, and initiatives undertaken to address race relations in the agency. (e.g., modeling inclusive language such as preferred pronouns and age-inclusive language on job postings, celebrating heritage months, ensuring worksite and meetings are accessible, creating agency specific surveys or implementing initiatives based on previous agency specific surveys, etc.).]

[Select the options that apply to your agency.]

- Promote employee involvement by supporting Employee Resource Groups (ERGs). List below the names of existing ERGs:

Currently, we do not have any ERGs. We will assess employee interest to lead and participate in ERGs during FY24.

- 1.
- 2.
- 3.
- 4.
- 5.

Agency will create a Diversity Council to leverage equity and inclusion programs

Agency Diversity Council is in existence and active

Agency will sponsor focus groups, Town Halls and learning events on race, equity, and inclusion

Agency will inform employees of their rights and protections under the New York City EEO Policy

Agency will ensure that its workplaces post anti-hate or anti-discrimination posters

C. Community

[In addition to the strategic goals above, please describe in details specific initiatives, programs and policies planned with respect to your agency's services to the community. This should include initiatives to enhance equity, improve community relations and increase awareness about services offered by your agency.]

In FY 2024, the agency will:

- Continue or plan to promote diversity and EEO community outreach in providing government services
- Promote participation with minority and women owned business enterprises (MWBEs)
- Conduct a customer satisfaction survey
- Expand language services for the public

V. Recruitment

A. Recruitment Efforts

[Summary of Recruitment Efforts – Include proactive strategies and practices your agency will use to build and retain a diverse and inclusive workforce. Strategies should include steps that will be taken to promote discretionary positions use of underutilization reports to inform recruitment efforts, review of current policies procedures and practices related to recruitment, training hiring managers and recruiters on D&I courses.]

1. The agency will focus on training all managers and supervisors. Additionally, structured interviewing, unconscious bias, and training on related topics will be provided to hiring managers.
2. Identify and select employees to attend and participate in recruitment activities.

B. Recruitment for Civil Service Exams

[Summary of recruitment efforts that will be undertaken in FY 2024 to promote open competitive and promotion civil service exams.]

List any planned recruitment events for FY 2024 that will be held by the agency to promote open-competitive civil service examinations [This list should be updated in your quarterly reports]

Currently, no recruitment events are planned.

Event Date	Event Name	Borough

List planned expenditures for FY 2024 related to recruiting candidates for open-competitive and promotion civil service exams.

Currently, no recruitment events are planned.

Borough	Approximate Dollar Amount (\$)
Bronx	0
Brooklyn	0
Manhattan	0
Queens	0
Staten Island	0

C. Recruitment Sources

[List diverse recruitment sources, the target population your agency hopes to reach through these resources and whether the use of these sources resulted in previous hires. Recruitment sources should reflect your agency's effort to reduce underutilization in specific job groups and to otherwise diversify your workforce.]

- 1.
- 2.
- 3.
- 4.
- 5.

D. Internships/Fellowships

[Indicate the type of internship/fellowship opportunities available at your agency. Please provide the number of student interns/fellows employed in FY 2023 and their demographic profiles, based on self-ID data. Indicate your plans to provide internship/fellowship opportunities in FY 2024. What are the sources you plan to draw upon in recruiting and hiring interns? Are you providing opportunities for interns to advance to entry-level positions in your agency? Did the agency hire interns in the past? Explain the reason if your agency does not offer internship /fellowship opportunities.]

The agency provided the following internship opportunities in FY 2023:

Type of Internship\Fellowship	Total	Race/Ethnicity *[#s] * Use self-ID data	Gender * [#s] * Use self-ID data
1. Urban Fellows	1	Asian	M __ F 1 Non-Binary __ Other __ Unknown __
2. Public Service Corps	0		M __ F__ Non-Binary __ Other __ Unknown __
3. Summer College Interns	0		M __ F__ Non-Binary __ Other __ Unknown __
4. Summer Graduate Interns	0		M __ F__ Non-Binary __ Other __ Unknown __
5. Other (specify): College Aide	5	1 Hispanic, 4 Asian	M _1 F_4_ Non-Binary __ Other __ Unknown __
6. Other (specify) Coro Fellow	1	Hispanic	M _1 F_ Non-Binary __ Other __ Unknown __
7. Other (specify): CUNY Interns	1	CUNY does not provide this data	CUNY does not provide this data
8. Other (specify): Summer Youth Employment Program	4	2 Asian, 2 Hispanic	M __ F_4 Non-Binary __ Other __ Unknown __
9. Other (specify): (Legal) Prosecution Interns	12	1 Black, 1 Hispanic, 2 Asian, 8 White	M _8 F_4_ Non-Binary __ Other __ Unknown

E. 55-a Program

Section 55-a of the New York State Civil Service Law allows a qualified person with a certified mental or physical disability to be hired into a competitive civil service position without having to take and pass a civil service examination. The City encourages agencies to use the 55-a program as a tool to build a diverse workforce and create greater access to City employment for qualified candidates with disabilities.

- Presently, the agency employs 1 55-a participants.
- There are 0 [number] participants who have been in the program less than 2 years.
- In the last fiscal year, a total of 1 [number] new applications for the program were received and 0 participants left the program due to [state reasons] _____.

[Describe your agency's plans to utilize the 55-a Program to hire and retain qualified individuals with disabilities. This should include the goals for the Program, strategies your agency will use to educate hiring managers and those involved in the recruitment process, any challenges your agency has or foresee in recruiting and hiring 55-a candidates. If your agency hires for competitive titles and does not use the program, please explain why.]

The 55-a Coordinator will share job postings with MOPD's At work program to recruit individuals who have a disability.

Agency uses mostly non-competitive titles which are not eligible for the 55-a Program.

Agency does not use the 55-a Program and has no participating employees.

VI. Selection (Hiring and Promotion)

[Note: This section must be prepared in consultation with the Agency Personnel Officer.]

A. Career Counselors

[Describe the plans of the agency Career Counselor(s) to promote advancement and transfers within the agency, advise employees of opportunities for promotion, availability of civil service exams, and provide resources to help employees grow and develop future careers.]

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.

B. New Hires and Promotions

[Describe planned actions to review and assess the current new hire and promotional procedures for selection, especially for mid- and high-level discretionary positions. Actions may include monitoring the representativeness and fairness of the selection and appointment

process, vacancy posting protocols, training of hiring managers, procedures for interviewing applicants, the role of the EEO Officer in the selection and promotion actions, the use of the NYCAPS Applicant Interview Log Report, and efforts to identify and eliminate structural barriers to employment.]

The agency is developing a training program for all managers and supervisors. The first cohort of participants will be for supervisors/managers who have been in the role for 1 year or less. The second cohort will consist of experienced managers. The training modules will include topics such as Structured Interviewing, unconscious bias, and recruitment.

C. EEO Role in Hiring and Selection Process

[Briefly detail which stages of selection involve your EEO Officer (pre- and post-selection).]

In FY 2024, the agency EEO Officer will do the following:

- Ensure that all vacancy announcements include the revised NYC EEO I Anti-Discrimination Statement.
 - Review vacancy postings to ensure elimination of language that has the potential for gender and age stereotyping and other unlawful discrimination. (It is recommended to use gender-neutral terms and pronouns and language that is age-inclusive).
 - Actively monitor agency job postings and ensure recruitment strategy aligns with the diversity goals of the agency.
 - Provide consultation regarding creation/review of objective criteria for evaluating candidates for hire or promotion and applying those criteria consistently to all candidates.
 - In collaboration with the Director of Human Resources, review interview questions to ensure that they are EEO-compliant, job-related, and required by business necessity.
 - Assist the hiring manager if a reasonable accommodation is requested during the interview.
 - Observe interviews, when necessary, especially for underutilized job titles and/or mid- and high-level discretionary positions.
-
- Advise Human Resources to use candidate evaluation form for uniform assessment and equity.
- Periodically review candidate evaluation forms and conduct a job applicant analysis via the NYCAPS eHire Applicant Interview Log reports to advise Human Resources of any demographic trends and/or EEO concerns based on available self-ID data.
 - Review hiring package to evaluate that the selection process was conducted in accordance with EEO best practices.
- Other: _____

D. Layoffs

During periods of layoffs, terminations, and demotions due to legitimate business/operational reasons, what is your protocol for analyzing the impact of such actions based upon gender, race, and age? *[It is most useful to conduct this analysis prior to finalizing the list of titles that will be impacted. Ensure that the Agency General Counsel and the Law Department are involved in the review.]*

- The agency will use the DCAS Layoff Procedure as guidance, should there be any layoffs, terminations, and demotions due to legitimate business/operational reasons in FY 2024.
- The agency will analyze the impact of layoffs or terminations on racial, gender, age groups, and people with disabilities.
- Where layoffs or terminations would have a disproportionate impact on any of these groups, the agency will document that the targeted titles or programs were selected based on objective criteria and justified by business necessity.
- The Agency Personnel Officer, EEO Officer and General Counsel will be involved in making layoff or termination decisions. It should be noted that layoffs must be conducted by seniority in compliance with civil service law (for competitive titles) and union contract (for non-competitive and labor class titles).

VII. Training

[Please refer to Section IX to ensure the agency complies with training requirements under local laws and Executive Orders.]

Training Topic	Type of Audience (e.g., All Staff, Front-line Employees, Managers, Supervisors, etc.)	Goal Number of Participants	Projected Dates
1. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (e-learning)	All employees – Biennially (Cycle 2 must be completed by March 31, 2025.)	457	June 30, 2024
2. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (classroom/live webinar)	All employees – Biennially (Cycle 2 must be completed by March 31, 2025.)		
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 6 runs between September 1, 2023 – August 31, 2024)	457	June 30, 2024

4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually (Cycle 6 runs between September 1, 2023 – August 31, 2024)		
5. IgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2024) All other employees	457	March 31, 2024
6. IgbTq – Power of Inclusion (classroom/live webinar)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2024) All other employees		
7. Disability Awareness and Etiquette	New employees	Unknown at this time 50	June 30, 2024
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)	Supervisors and managers	50	June 30, 2024
9. Other (specify)			
10. Other (specify)			

VIII. Reasonable Accommodation

[Please indicate the actions your agency will take to ensure that the process of reviewing reasonable accommodation requests is compliant with the EEO Policy as well as the applicable federal, state, and local laws. Additionally, please detail any best practices currently implemented in this area. Lastly, please describe your current appeal protocol.]

Describe your agency's practices for analyzing statistics with regard to volume, trends, and speed of disposition of EEO complaints and reasonable accommodation requests and appeals:

The agency follows the RA procedural guidelines when handling requests for accommodation. The EEO Office reviews the request and medical documentation, meets with the employee to discuss, and discussed the request with the employee's manager/supervisor. Decisions are provided within 30 days except in situations where additional medical documentation or clarity related to the request is needed.

- Managers, supervisors, human resources personnel and discipline personnel are required to report to the EEO Office any reasonable accommodation requests and needs that are received, observed, learned about, or suspected, so that the EEO Office may facilitate discussions, research appropriate accommodations, and assist with the resolution of the matter.
- Absent of any undue hardship, the agency provides reasonable accommodation for disability, religion, victims of domestic violence, sex offense and stalking, pregnancy, childbirth, or a related medical condition.
- The agency follows the City's Reasonable Accommodation Procedure.
- The agency grants or denies request 30 days after submission or as soon as possible.
- The Agency Head or designee must review and grant or deny an appeal fifteen (15) days after submission of appeal.
- If the review and decision on appeal is not done by the Agency Head.
Provide the name and title of the designee¹ : _____
- The designee reports directly to the Agency Head.
- The agency will input the Reasonable Accommodation activity on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database and update the information as needed.

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

A. Local Law 92 (2018): Annual Sexual Harassment Prevention training

- The agency plans to train all new employees on Sexual Harassment Prevention within 30 days of start date.
- The agency will train all current employees on Sexual Harassment Prevention (Cycle 6 – September 1, 2023 – August 31, 2024) as indicated in the Section VII Training above.

B. Local Law 97 (2018): Annual Sexual Harassment and Complaint Reporting

¹ EEO Officer and General Counsel should **NOT** be appointed as agency head designee for review of appeals to reasonable accommodation decisions. Refer to the revised guidelines below. Note the conflict of interest; in the event of an external challenge to the denial of a reasonable accommodation, the agency's General Counsel would be tasked with defending the agency against a decision in which that office was a decision maker on appeal.

- The agency will ensure that sexual harassment complaints, and all other EEO complaints, are investigated and closed within 90 days.
- The agency will input sexual harassment complaint data, as well as all other types of complaints, on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database, contemporaneously update the information, and affirm the data in a timely manner when requested by DCAS.

C. Local Law 121 (2020): Age Discrimination Training

- The agency plans to train all new employees on Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees within 30 days of start date.
- The agency will train all current employees on Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (Cycle 2: April 1, 2023 – March 31, 2025) as indicated in the Section VII Training above.

D. Local Law 27 (2023): Access to Workplace Facilities

- Employees have access to gender appropriate bathrooms and lactation rooms.
- Employees are provided with information on how to request workplace accommodations and has access to respective facilities, including access for individuals with disabilities.

[Local Law 27 requires listing a summary of schedule and workplace accommodations that are provided by your agency]. Select the types of accommodations that your agency has provided to your workforce in FY 2023.

- Reassignment
- Modification of Work Schedule
- Flexible leave
- Modification or Purchase of Furniture and Equipment
- Modification of Workplace Practice, Policy and/or Procedure
- Grooming/Attire

E. Local Law 27 (2023): Diversity and Inclusion Training for FY 2024

- List of diversity and inclusion training for FY 2024 is included in section VII of this annual plan.

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

Under Executive Order No. 16 of 2016, the agency must provide supervisory and front-line staff training approved by DCAS on transgender diversity and inclusion. Pursuant to Executive Order No. 16, this training must be provided to all newly hired supervisory and managerial employees and line staff whose work tasks involve contact with the public. The current Cycle 4 runs from April 1, 2022, to March 31, 2024.

- The agency plans to train all new employees within 30 days of start date.
- All managers, supervisors, and front-line employees will be re-trained every two years, no later than the third quarter of the Fiscal Year, as indicated in Section VII Training above.
- In addition, all other employees will be trained or re-trained every two years, as indicated in Section VII Training above.
- The agency will ensure that the Transgender Restroom Access notice/poster is posted where required, e.g., on bulletin boards, near restrooms and, in digital form, where other EEO notices and announcements can be found.

X. Audits and Corrective Measures

[Please check the statement(s) that apply to your agency].

- The agency is NOT involved in an audit conducted by NYC EEPC or another governmental agency specific to our EEO practices.
- The agency is currently being audited or preparing responses to an audit conducted by the EEPC or _____ [another governmental agency – please specify] specific to our EEO practices. Upon forwarding our responses to the recommendations issued by the EEPC, the agency will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2024 to include and implement EEPC recommendations that will be implemented during the fiscal year.
- The agency is subject to any other oversight or review by a federal, state or city civil rights agency [please specify] _____. [Please attach a copy of the document setting out the oversight parameters and the agency's most recent report to the oversight agency.]
- Within the last two years the agency was involved in an audit conducted by the EEPC or _____ [another governmental agency – please specify] specific to our EEO practices.
- The agency will continue/be required to implement corrective actions during the year that this plan is in effect [please attach a copy of the audit findings.]

The agency received a Certificate of Compliance from the auditing agency. [Please attach a copy of the Certificate of Compliance from the auditing agency.]

XI. Agency Head Signature

[Note: Agency Head's signature and date should be provided for final submission only after the agency receives approval of the plan by DCAS.]

David Do

Print Name of Agency Head



Signature of Agency Head

04/03/24

Date

Appendix A: Contact Information for Agency EEO Personnel

Agency EEO Office mailing address: 33 Beaver Street, 22nd Floor, NY, NY 10004

[Please provide contact information (name, title, e-mail, telephone number and full office address if different from the main address above, for the following EEO roles at your agency. If several roles are performed by the same individual enter only the name in further entries. Insert additional rows as needed.)

	Title/Function	Name	Email	Telephone
1.	Agency EEO Officer [indicate if 'Acting' or 'Interim']	Elsa Hampton	hamptone@tlc.nyc.gov	212-676-1150
2.	Agency Deputy EEO Officer [if appointed]			
3.	Agency (Chief) Diversity & Inclusion Officer [if appointed]	Elsa Hampton	hamptone@tlc.nyc.gov	212-676-1150
4.	Chief Diversity Officer/Chief MWBE Officer per E.O. 59			
5.	ADA Coordinator	Yesenia Torres	TorresYetlc.nyc.gov	212-676-1161
6.	Disability Rights Coordinator	Carmen Rojas	rojasc@tlc.nyc.gov	212-676-1095
7.	Disability Services Facilitator	Yesenia Torres	Torresye@tlc.nyc.gov	212-676-1161
8.	55-a Coordinator	Carmen Rojas	rojasc@tlc.nyc.gov	212-676-1095
9.	EEO Investigator(s)			
10.	Career Counselor(s)	Olga Schulman	schulmano@tlc.nyc.gov	212-676-1083
11.	EEO Training Liaison(s)	Lisa Oliver	Lisa.oliver@tlc.nyc.gov	212-676-1080
12.	EEO Counselor(s)			
13.	Other (specify)			

Appendix B: Local Law 28 (2023) – Diverse Recruitment and Retention

Agency Name:

Local Law 28 of (2023) is a Local Law to amend the New York City charter and the administrative code of the City of New York, in relation to the evaluation and expansion of diverse recruitment and retention within the municipal government.

Pursuant to Local Law 28 (2023), each agency shall collect and submit the following information for the prior fiscal year to the Department of Citywide Administrative Services by **August 31, 2023**, and annually thereafter.

For each agency-specific training program your agency has that is required for, or relevant to, an applicant’s appointment to a position based on an open-competitive civil service examination or a promotion civil service examination, list the following [Include this information for each individual training program within your agency that was completed in FY2023. The table below can be duplicated. If your agency does not have a training program, write “N/A”]:

Revised Appendix B is attached.

[Insert name of the Training Program]	Totals
# of applicants enrolled in such program	
# of applicants who completed the program	
# of applicants who passed and graduated from the program	
# of applicants who passed but did not graduate from the program	
# of applicants who did not pass or graduate from the program	
# of applicants who accepted any appointment offered base on graduation from the program	

List all expenditures related to recruiting candidates for open-competitive civil service examinations and promotion civil service examinations in FY 2023.

Borough	Approximate Dollar Amount Spent (\$)
Brooklyn	
Manhattan	
Queens	
Staten Island	

Provide a list of recruiting events, including location, held, or attended by your agency to promote open-competitive civil service examination in FY2023.

Event Date	Event Name	Borough

Provide a list of any preparatory materials developed for applicants or potential applicants for open-competitive civil service examinations or promotion civil service examinations, if applicable. [Include as attachments]

Not applicable



Aldrin Rafael Bonilla
Chair/Commissioner

Elaine S. Reiss, Esq.
Vice-Chair/Commissioner

Minosca Alcantara, Ed.D.
Ngozi Okaro, Esq.
Nicole Yearwood, MPA
Commissioners

Jeanne M. Victor
Executive Director

253 Broadway
Suite 602
New York, NY 10007

212. 615. 8939 tel,
212. 676. 2724 fax

BY EMAIL

November 2, 2023

David Do
Commissioner
Taxi and Limousine Commission
33 Beaver Street
New York, NY 10004

Re: Resolution #2023AP/269-156-(2023)C45
DETERMINATION: Compliance

Dear Commissioner Do:

On behalf of the members of the Equal Employment Practices Commission (EEPC), I write to inform you that pursuant to New York City Charter Chapter 36, Section 832(c), the EEPC's Board of Commissioners has approved the attached *Determination of Compliance*.

As you are aware, the EEPC is required to audit, evaluate, and monitor your agency at least once every four (4) years to ensure the Taxi and Limousine Commission's compliance with federal, state, and local laws and regulations, best practices, and policies and procedures that increase equal employment opportunity for minority and women employees and applicants. The Taxi and Limousine Commission's successful completion of the EEPC's *Employment Practices Audit (Focus on Underutilization)* demonstrates its commitment to implementing employment policies and practices that encourage and maintain a workplace free from unlawful discrimination and promote equality of opportunity.

Thank you and Principal EEO Professional Elsa Hampton for the cooperation extended to the EEPC during the course of our audit of your agency's employment and EEO-related practices. We look forward to working with you and the Taxi and Limousine Commission to ensure equal employment opportunity in the City of New York.

Sincerely,

A handwritten signature in black ink, appearing to read "Aldrin Rafael Bonilla". The signature is stylized and cursive.

Aldrin Rafael Bonilla
Chair/Commissioner

Enc.

c: Elsa Hampton, Principal EEO Professional, TLC

**Monitoring of Employment Practices with a Focus on Underutilization
 RESOLUTION NO.
 2023AP/269-156-(2023)C45
 Taxi and Limousine Commission
 Commissioner David Do
 DETERMINATION: COMPLIANCE**

SYNOPSIS

Corrective Action(s):	Total: 11		
Period Audit Covered:	July 1, 2020 to December 31, 2022		
Preliminary Determination Issued:	May 22, 2023	Response Received	June 2, 2023
Final Determination Issued:	June 16, 2023	Response Received	July 16, 2023
Compliance-Monitoring:	Required	July 1, 2023 to October 31, 2023 without extension	

Whereas, pursuant to Chapter 36, Sections 830(a) and 831(d)(2) and (5) of the New York City Charter (Charter), the Equal Employment Practices Commission (EEPC) is authorized to audit, review, evaluate, and monitor the employment procedures, practices and programs of city agencies and other municipal entities (hereinafter “entities”) and their efforts to ensure fair and effective equal employment opportunity (EEO) for minority group members and women who are employed or seek employment, and to recommend practices, procedures, approaches, measures, standards, and programs to be utilized by such entities in these efforts; and

Whereas, pursuant to Charter Chapter 36, Sections 830(a) and 831(d)(2) and (5), the EEPC has adopted uniform standards for auditing agencies and municipal entities, and minimum standards for auditing community boards, to review, evaluate, and monitor entities’ practices, procedures, approaches, measures, standards, and programs for compliance with federal, state, and local laws and regulations, and policies and procedures to increase equal opportunity for women, minorities, and other employees and job applicants identified for protection from discrimination; and

Whereas, in accordance with Charter Chapter 36, Section 832(c), the EEPC may make a determination pursuant to Charter Section 831(d) whether any plan, program, procedure, approach, measure, or standard adopted or utilized by any municipal entity does not provide equal employment opportunity, and the EEPC’s determinations of compliance or non-compliance and prescribed corrective action are required by, or consistent with federal, state, and local laws and regulations, and policies and procedures to increase equality of opportunity for women, minorities, and other employees and job applicants identified for protection from discrimination; and

Whereas, the EEPC conducted an audit, review, and evaluation of the Taxi and Limousine Commission’s Employment Practices with a Focus on Underutilization; and

Whereas, pursuant to the audit, review, and evaluation of the Taxi and Limousine Commission’s Employment Practices with a Focus on Underutilization, the EEPC issued a Preliminary Determination, dated May 22, 2023, setting forth findings and the following corrective actions required to remedy areas of non-compliance:

1. Issue and distribute an annual EEO commitment/policy statement from the Agency Head, which includes the entity's commitment to EEO and the names and contact information of the entity's EEO professionals. Ensure all links to the policy, procedures, and related forms are operable and that all documents are current.
2. Distribute and/or post a paper or electronic copy of the City of New York Equal Employment Opportunity Policy – or an entity-specific EEO policy, which conforms to city, state, and federal EEO laws and includes: current contact information for the entity's EEO Professionals and federal, state, and local agencies that enforce laws against discrimination; uniform procedures for investigating discrimination complaints and providing reasonable accommodations; and a current list of protected classes under City and State Human Rights Laws. If posted (electronic or hard copy), ensure employees are annually informed of the location of the document(s). Ensure all links to the policy, procedures, and related forms are operable and that all documents are current.
3. Ensure that human resources professionals, managers, supervisors, and other personnel involved in recruiting and hiring are trained on the use of uniform, job-related techniques (such as training on structured interviewing) and trained to consider EEO laws/policies (such as training on unconscious bias, diversity and inclusion, etc.) to identify, interview, and select the most capable candidates.
4. Ensure that all staff are annually notified of the designated EEO or human resources professional who is responsible for ensuring compliance with all city, state, and federal law, and City and entity policies pertaining to persons with disabilities: receiving reasonable accommodation requests; engaging in a cooperative dialogue with requestors; and recommending appropriate outcomes for requests.
5. Distribute and/or post a paper or electronic copy of a reasonable accommodation process, which requires: engaging in a cooperative dialogue, issuing a written notice of any decision granting or denying an accommodation, providing the right to file an appeal of the decision, and issuing a timely written determination on appeals. If posted (electronic or hard copy), ensure employees are annually informed of the location of the document(s).
6. Ensure that the principal EEO Professional, principal Human Resources professional (or designee) and Agency Head review the entity's statistical information (e.g. workforce, hires, promotions, and separations by race/ethnicity and gender), as part of the entity's employment practices and policies on an annual basis to identify whether there are barriers to equal employment opportunities and determine what, if any actions are required to correct deficiencies (e.g. underutilization for adverse impact). Document the data reviewed, barriers identified (if any), and the entity's strategy to address each barrier.
7. Use and maintain an applicant/candidate log or tracking system that tracks the application to-hiring lifecycle, from initial application, through the interview process, and to the hiring decision. At a minimum, the applicant/candidate log or tracking system must include the position, applicants'/candidates' names or identification numbers, race/ethnicity, gender,

disability status, veteran status, interview date, interviewers' names, result (or disposition), reason selected/not selected for each applicant (disposition reason), and recruitment source.

8. Designate EEO or human resources professional(s) to annually assess recruitment efforts for discretionary (non-competitive class) titles to determine whether such efforts adversely impact any particular racial, ethnic, disability, or gender group.
9. Remind employees of the identity/type of guidance available from the Career Counselor at least annually.
10. Designate and ensure that the principal Human Resources professional (or designee) provides all employees with information regarding: job responsibilities, performance evaluation standards, civil service examinations, training opportunities and job postings.
11. Designate EEO or human resources professional(s) to annually assess the manner in which candidates are selected for employment in civil service (competitive) titles to determine whether there is any adverse impact upon a particular racial, ethnic, disability, or gender group by: 1) identifying job groups experiencing underutilization and the competitive class job titles in those groups; 2.) reviewing the competencies, skills and abilities required (as present in job vacancy notices and notices of examination) for available positions to ensure they are updated, job related, and required by business necessity, including working with DCAS if applicable; and 3.) targeting efforts to inform and encourage entity employees to apply for upcoming civil service and promotional civil service examinations. Document each step the entity has taken to assess selection criteria and address adverse impact where identified.

Whereas, within a two-week deadline following the EEPC's Preliminary Determination, the entity submitted a preliminary response; and

Whereas, in accordance with Charter Chapter 36, Section 832(c), after consideration, the EEPC issued a Final Determination on June 16, 2023, which indicated that the following areas required corrective action: no(s). 3, 7, 8 & 9; and

Whereas, in accordance with Charter Chapter 36, Section 832(c), in the Final Determination, the EEPC assigned a monitoring period from July 1, 2023 to October 31, 2023, to determine whether the entity eliminated areas of non-compliance, if any; and

Whereas, in accordance with Charter Chapter 36, Section 832(c) the entity was required to respond in 30 days, and make monthly reports thereafter for a period not to exceed six months, on the progress of its efforts to correct outstanding areas of non-compliance; and

Whereas, in accordance with Charter Chapter 36, Section 832(c), on July 16, 2023, the entity issued a response to the EEPC's Final Determination; and

Whereas, in accordance with Charter Chapter 36, Section 832(c), the Taxi and Limousine Commission was monitored until October 31, 2023; and

Whereas, pursuant to Charter Chapter 35, Sections 815(a)(15) and (19), which requires

agency heads to ensure and promote equal opportunity for all persons in appointment, payment of wages, development, and advancement, and to establish measures and programs to ensure a fair and effective affirmative employment plan to provide equal employment opportunity for minority group members and women, the Commissioner recognized the EEPC's audit and reiterated commitment to the Taxi and Limousine Commission's equal employment practices. **Now Therefore,**

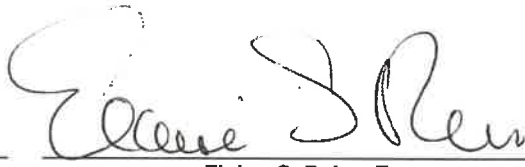
Be It Resolved, that the Taxi and Limousine Commission has satisfied the equal employment standards set by the EEPC pursuant to its authority under New York City Charter Chapters 35 and 36; and

Be It Resolved, that the EEPC's Board of Commissioners approves the issuance of this Determination of Compliance to Commissioner David Do of the Taxi and Limousine Commission.

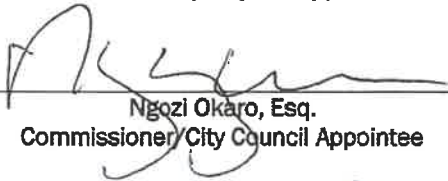
Approved unanimously on November 2, 2023.



Minosca Alicantara, Ed.D.
Commissioner/Mayoral Appointee



Elaine S. Reiss, Esq.
Vice-Chair/Commissioner/Mayoral Appointee



Ngozi Okaro, Esq.
Commissioner/City Council Appointee



Nicole Yearwood, MPA
Commissioner/City Council Appointee



Aldrin Rafael Bonilla
Chair/Commissioner/Joint Appointee

