

AGENCY QUARTERLY DIVERSITY AND EEO REPORT FY 2019

AGENCY NAME: DEPARTMENT OF TRANSPORTATION

- 1st Quarter (July -September) and 2nd Quarter (October - December), due January 30th
- 3rd Quarter (January -March), due April 30th
- 4th Quarter (April -June), due July 30th

Prepared by:

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Date Submitted: April 30, 2019

FOR DCAS USE ONLY

Date Received: _____

Name of Reviewer: _____

INSTRUCTIONS FOR FILLING OUT QUARTERLY REPORTS FY 2019

1. Please save this file as '**XXXX Quarter X FY 2019 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 2019 DEEO Training Summary**', where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Excel format. Please do not convert it to PDF.

PART I: NARRATIVE SUMMARY**I. COMMITMENT AND ACCOUNTABILITY STATEMENT BY THE AGENCY HEAD**

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

II. RECOGNITION AND ACCOMPLISHMENTS

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

Diversity & EEO Awards

Public Notices

Diversity and EEO Appreciation Events

Positive Comments in Performance Appraisals

Other (please specify): _____

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 agency informed employees that the revised self-ID form now includes new race categories.

Yes, On (Date): _____ No

2. The agency conducted a review of the dashboard sent to the EEO Officer with demographic data and trends, including workforce composition by job title, job group, race/ethnicity and gender; new hires, promotions and separation data; and utilization analysis. Yes, On (Date): 3/27/19 _____ No

The review was conducted together with: Human Resources General Counsel
 Agency Head Other _ DOT HR Analytics Team and Performance Management Team

IV. EEO, DIVERSITY, INCLUSION, AND EQUITY INITIATIVES FOR FY 2019

Please describe your progress this quarter in implementing the primary goals in Section IV of your Agency Diversity and EEO Plan for FY 2019 - Proactive Strategies to Enhance Diversity, EEO and Inclusion:

A. WORKFORCE:

Please list the Workforce Goal(s) included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> , which you set/declared in your FY 2019 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.	Status Update
Workforce: overall objective is to build a diverse workforce that is reflective of the diverse City it serves by developing strategies to attract and retain high performers that are committed to DOT’s organizational mission.	During the 3 rd quarter, the Agency’s HR Analytics Team and Performance Management Team continued building on its workforce diversity profile report using CEEDS data in conjunction with its own independent workforce analysis to review workforce demographics and	<input type="checkbox"/> Planned <input type="checkbox"/> Deferred <input type="checkbox"/> Not started <input type="checkbox"/> Delayed <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed Other - please describe

	<p>to identify areas where underutilization exists within DOT. DOT has been looking at the composition of its various divisions, as well as drawing comparisons with broader industry and occupational demographics. DOT continues to utilize CEEDS, the Workforce Underutilization Report, and other Workforce Dashboard tools to establish a targeted plan to address underutilization and a working dialogue with Agency leaders and senior staff. DOT also worked diligently with Citywide EEO to make the CEEDS data even more useful with its discussions around new title mapping groups and adding work unit codes to the workforce composition data.</p>	
<p>Workforce: Overall objective is to build a diverse workforce that is reflective of the diverse City it serves by developing strategies to attract and retain high performers that are committed to DOT’s organizational mission.</p>	<p>During the 3rd quarter, DOT’s Human Resources division worked diligently to align diversity recruiting, internal candidate development, and equitable selection practices strategically with current employment needs.</p>	<p> <input type="checkbox"/> Planned <input type="checkbox"/> Deferred <input type="checkbox"/> Not started <input type="checkbox"/> Delayed <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed Other - please describe </p>
<p>Workforce: Overall objective is to build a diverse workforce that is reflective of the diverse City it serves by developing strategies to attract and retain high performers that are committed to DOT’s organizational mission.</p>	<p>In addressing the impending retirement of employees, DOT Human Resources Division annually reviews the workforce with senior management to identify potentially qualified successors and to discuss the competencies and skills to be developed with training.</p>	<p> <input type="checkbox"/> Planned <input type="checkbox"/> Deferred <input type="checkbox"/> Not started <input type="checkbox"/> Delayed <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed Other - please describe </p>

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

To address underutilization, DOT did the following during the 3rd quarter:

1. Continued to encourage employees to participate in civil service exams to promote growth towards advancement by sending e-mails with the schedule of exams, providing the link to specific DCAS exams, and posting schedules and exam announcements on the Agency's intranet. HR emails employees the DCAS Monthly Exam Schedule every month and continues to email civil service exam notices to the Agency Personnel Coordinators, who in turn distribute the information to all of their Division's staff. Information on exams is also posted on DOT's kiosks, bulletin boards, and intranet. Information is similarly passed on to those employees serving in lower level titles that are promotable.
2. The DOT Human Resources Division emailed employees the DCAS Monthly Exam Schedule every month. HR continues to email civil service exam notices to the Agency Personnel Coordinators, who in turn distribute the information to all of their division's staff. Information on exams is also posted on DOT's kiosks, bulletin boards, and intranet. Information is similarly passed on to those employees serving in the lower titles that are promotable.
3. Use the quarterly workforce dashboard (provided by DCAS) to identify specific job groups where underutilization exists to guide recruitment efforts.
4. Continued to reach out to non-traditional sources to generate applicant interest for underutilized titles. HR, for underutilized titles of interest, continued to post external job vacancy notices on multiple recruitment websites which target underrepresented populations.
5. DOT will continue to participate in job fairs which target underrepresented populations.
6. DOT will endeavor to maintain and update a roster of recruitment sources which target underrepresented populations, and will, where possible, send posting notices for titles of interest to those organizations.

7. HR Analytics and Performance Management team, each quarter implements its ‘Plan to Reduce Underrepresentation and Prohibition against the Use of Criteria that is not Job Related in the Selection Process.’ This process includes identifying civil service titles that contribute to underutilization of females and ethnic groups in DCAS designated job groups. HR shares this title of interest list with Division Personnel Coordinators (PCs) on a quarterly basis. During the meetings in which the list is distributed, representatives from HR and EDI will reiterate both what is expected of Divisions with respect to recruitment and selection for these titles and DOT’s commitment to equal employment opportunity.
8. Also, we looked specifically at our Civil Engineer title because of attrition in that population and devised a plan to hire suitable candidates right out of school which includes our personnel staff going to college career fairs to speak directly with students.

B. WORKPLACE:

Please list the Workplace Goal(s) included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> , which you set/declared in your FY 2019 Diversity and EEO Plan (e.g., job satisfaction/engagement surveys, exit interviews/surveys, and onboarding surveys):	Please describe the steps that your agency has taken to meet the Workplace Goal(s) set/declared in your plan. ○ Include steps that were taken or considered to create an inclusive work environment that values differences that each of your unique employees brings to work, and to maintain focus on retaining talent across all levels.	Status Update
Workplace: overall objective is to cultivate a flexible, collaborative, and inclusive work environment that leverages diversity and empowers all contributors. Building inclusiveness ensures that all employees feel included, connected, and engaged.	DOT ERG Initiative: On September 21, 2018, EDI invited DOT employees to attend an informational session to learn about DOT’s newest Diversity & Inclusion initiative, Employee Resource Groups or ERGs. at the session, EDI explained that ERGs are employer-recognized group of employees who convene to collectively celebrate, promote, and advocate for professional development, cultural	<input type="checkbox"/> Planned <input type="checkbox"/> Deferred <input type="checkbox"/> Not started <input type="checkbox"/> Delayed <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed Other - please describe

	<p>connections, diversity and inclusion, and to enhance engagement/morale in the workplace. It acknowledged that ERGs would be instrumental in helping DOT work toward its Strategic Diversity & Inclusion Goals of workforce diversity, workplace inclusion, and community understanding. EDI also told attendees that each ERG would be responsible for establishing its own mission, goals, and annual activities, which must align with DOT’s strategic goals.</p> <p>Since the launch, EDI has established seven ERGs.</p>	
<p>Workplace: overall objective is to cultivate a flexible, collaborative, and inclusive work environment that leverages diversity and empowers all contributors. Building inclusiveness ensures that all employees feel included, connected, and engaged.</p>	<p>Special Events for Cultural and Heritage Recognition: Throughout the calendar year, the EDI Office has scheduled different cultural and heritage events, including programming for Black History Month, Women’s History Month, Asian American and Pacific Islander Heritage Month, LBGTQ+ Pride Month, Disability Pride and Disability Employment Awareness Month, and Hispanic Heritage Month. Some examples of events include book club, view and discussion of TED talks, museum trips, and panel discussions.</p> <p>For example, EDI invited employees to celebrate Black History month (February 2019), through the following events:</p> <p>Fireside chat with Leon Heyward facilitated by DOT’s African American Career</p>	<p> <input type="checkbox"/> Planned <input type="checkbox"/> Deferred <input type="checkbox"/> Not started <input type="checkbox"/> Delayed <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed Other - please describe </p>

	<p>Advancement Network (AACAN) ERG</p> <p>New Faces of New Mobility Panel Featuring Phil Jones: Senior Director, East Coast Strategic Development & Government Relations, of Lime and Henry L. Greenidge: Regional Public Affairs, East Coast of Cruise Automation</p> <p>EDI Book Club Discussion of The Fire Next Time by James Baldwin</p> <p>During the month of March DOT’s Office of Equal Employment Opportunity, Diversity & Inclusion (EDI) continued its tradition of celebrating Women’s History Month. In its March series, DOT explored gender equity in transportation, and the life of one of America’s most famous women and the intersection of gender and other aspects of identity. We held the following programs in March:</p> <p>Navigating New York: The Price Some Women Pay to Feel Safe Panel event featuring: Ann Marie Doherty: Chief of Research, Implementation & Safety, DOT Sarah Kaufman: Associate Director, NYU Rudin Center for Transportation; Moderated by Claudette Workman: Deputy Brooklyn Borough Commissioner, DOT; Friday March 15th</p> <p>Guided tour of She Persists: A Century of Women Artists in New York, 1919-2019 art installation at Gracie Mansion on</p>	
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	<p>Wednesday, March 20th</p> <p>EDI Book Club Discussion: Becoming by Michelle Obama; Friday, March 29th</p>	
<p>Workplace: overall objective is to cultivate a flexible, collaborative, and inclusive work environment that leverages diversity and empowers all contributors. Building inclusiveness ensures that all employees feel included, connected, and engaged.</p>	<p>DOT Future Leaders: As mentioned above, in 2017 DOT launched the DOT Future Leaders Fellowship Program which is a competitive program designed to foster the next generation of leaders at DOT. This year-long fellowship provides 30 early to mid-career professionals from across every part of the agency the opportunity to develop networking, communication, and presentation skills and connect their work to the big picture. Chief of Staff to the Commissioner Emily Gallo organizes and leads events for the Future Leaders including guest speakers, panel discussions, interactive workshops, tours, and social events. Through conversations and interviews with your peers, Future Leaders will exchange ideas and experiences and ask questions to learn more about the inner workings of DOT. The program includes up to a month long rotation in another agency division and culminates with group presentations to pitch an idea to senior staff. The Future Leaders program complements the variety of professional development opportunities that DOT already offers. Diversity is one of the factors considered in the selection of candidates.</p>	<p> <input type="checkbox"/> Planned <input type="checkbox"/> Deferred <input type="checkbox"/> Not started <input type="checkbox"/> Delayed <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed Other - please describe </p>

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.

C. COMMUNITY:

Please list the Community Goal(s) included in <i>Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion</i> , which you set/declared in your FY 2019 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. <ul style="list-style-type: none"> ○ 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. 	<p style="text-align: center;">Status Update</p>								
Community: overall objective is to facilitate outstanding culturally competent public service while strengthening collaborator and community relations through effective leadership and accountability.	<p><u>Street Ambassador Program</u></p> In 2015, DOT launched the Street Ambassador Program to engage New Yorkers on their own terms. The unit is comprised of 10 multi-lingual public engagement specialists who develop outreach plans and provide support for DOT projects. Street Ambassadors target high-volume community locations to expand the public’s feedback and knowledge of DOT’s Street Improvement Projects. Ambassadors go where New Yorkers go: bustling streets, schools, churches, libraries, senior centers, movie theaters, supermarkets, and shopping centers. This approach allows DOT to establish a	<table style="width: 100%; border: none;"> <tr> <td><input type="checkbox"/> Planned</td> <td><input type="checkbox"/> Deferred</td> </tr> <tr> <td><input type="checkbox"/> Not started</td> <td><input type="checkbox"/> Delayed</td> </tr> <tr> <td><input checked="" type="checkbox"/> Ongoing</td> <td><input type="checkbox"/> Completed</td> </tr> <tr> <td colspan="2">Other - please describe</td> </tr> </table>	<input type="checkbox"/> Planned	<input type="checkbox"/> Deferred	<input type="checkbox"/> Not started	<input type="checkbox"/> Delayed	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Completed	Other - please describe	
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Other - please describe										

	<p>presence that builds trust and transparency throughout the planning and implementation process.</p>	
<p>Community: overall objective is to facilitate outstanding culturally competent public service while strengthening collaborator and community relations through effective leadership and accountability.</p>	<p><u>Mobility Management Program</u> The Mobility Management Program (MMP) was established in 2012 to improve transportation access for people with disabilities, older adults, low income, and limited English proficient populations. MMP provides DOT staff with education, guidance, data, and coordinating outreach to these target populations.</p> <p>On May 22, 2018 MMP, in collaboration with the Mayor’s Office for People with Disabilities, held an inclusive engagement training for DOT staff. The training focused on including the needs of people with disabilities in public engagement from the initial stages. Information covered included: legal requirements, using person first language, writing outreach materials in plain language, high color contrast for presentations and marketing materials, and using assistive technology. The workshop was attended by 54 DOT employees. MMP is now working on creating a series of e-learning modules to facilitate this type of education on an ongoing basis.</p> <p>As a follow up to the training, DOT featured the Hemingway Editor in the September 2018 agency newsletter. The Hemingway Editor is a communication tool that enables more direct and</p>	<p> <input type="checkbox"/> Planned <input type="checkbox"/> Deferred <input type="checkbox"/> Not started <input type="checkbox"/> Delayed <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed </p> <p>Other - please describe</p>

	<p>clearer communication, using plain language. Plain language benefits people with cognitive and mental health disabilities, as well as those with lower literacy levels and limited English proficiency. This was the first accessibility tool to be featured in the agency newsletter; other tools will be featured to ensure all DOT employees gain exposure to inclusive strategies.</p> <p>This quarter the Strategic Planning unit (SP) within DOT's Transportation Planning & Management Division launched a series of webinars on transportation equity. Transportation equity is a key theme of the agency's Strategic Plan, which highlights DOT's commitment to improving transportation access for all people, regardless of race, gender, income, or abilities. The goal of these webinars was to provide DOT staff with guidance and best practices on equity in transportation.</p> <p>The webinar series kicked off on February 21, 2019, with a keynote presentation by Veronica Davis, co-owner and principal at Nspiregreen, LLC. She is also one of the co-founders of Black Women Bike, an organization that encourages African American women to use biking for health and wellness. Veronica provided an overview of transportation equity, why it matters, and how we can integrate equity in transportation projects and initiatives.</p> <p>There were also two additional webinars offered:</p>	
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	<ul style="list-style-type: none"> Engaging Communities in Meaningful Ways – scheduled for 2/27pm at 2pm Incorporating Equity in Project Prioritization – scheduled for 3/5 at 2pm 	
<p>Community: overall objective is to facilitate outstanding culturally competent public service while strengthening collaborator and community relations through effective leadership and accountability.</p>	<p>Increase in DOT Units requests for agency translated content In this reporting period for each request received, there was a noticeable increase in the number of translations and translated pages (from 71 in the last quarter to 190 in this quarter) while the number of requests and language types remained nearly the same. For example, language types consisted primarily of the Local Law designated languages: Spanish, Chinese, Russian, Bengali, Arabic, Haitian Creole, Korean, French, Urdu, and Polish, in addition to Hindi, Ukrainian and Italian</p> <p>Update on the DOT Website Translation Pilot Project - Mayor’s Office of Immigrant Affairs/DOT/DoITT Pending input from DOT IT, Smartling (a web-based translation management application adopted by Language Access in partnership with Mayor’s Office of Immigrant Affairs) is likely to be renewed for another year. The new translation management platform was launched last year to provide efficient and effective processing of web translation projects. DOT Language Access in partnership with MOIA and</p>	<p> <input type="checkbox"/> Planned <input type="checkbox"/> Deferred <input type="checkbox"/> Not started <input type="checkbox"/> Delayed <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed </p> <p>Other - please describe</p>

	<p>with direct oversight from DoITT will continue to implement translation projects on a greater scale, since most of the technical DOT/MOIA/DoITT set-ups have been completed.</p> <p>Language Access DOT Future Leaders Congratulations to Angela Moreira Chavez, Translation Project Manager and member of the Language Access team who was selected to join “DOT Future Leaders.” We are very pleased this will be an excellent opportunity for our staff as she recently was hired full time following an extensive DOT/Hunter College Language Access internship.</p> <p>CSLA Supports ERG CSLA attended three of DOT’s Employee Resource Group sessions: AACAN, DiverseAbilities and APIA. Information sessions were very informative. We contributed to the APIA discussion and look forward to including ERG participants in future CSLA “Partners in Process” language translation forums. Desiree Maple was nominated for “Events Coordinator” in the DiverseAbilities ERG and Lisa Brown was nominated for “Treasurer” in the AACAN ERG.</p> <p>I.Translations and Reviews</p> <p><u>Language Access Database (LAD) Translations</u></p>	
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	<ul style="list-style-type: none">• In this reporting period, twenty-five (25) requests were received from various DOT Units to translate, update or review content. Each Unit's document request was made for one or more translations; the 25 requests resulted in 80 translations in multiple languages – see chart below.<ul style="list-style-type: none">➤ 12 of the 80 documents were translated by Language Access Staff➤ 68 of the 80 documents were sent to Language Line Solutions, language service provider, for translation• The total number of translated pages is 190. <p><u>Language Access Database (LAD) Reviews</u></p> <ul style="list-style-type: none">• The Unit's standard operating procedure is to review all translations completed by Language Line Translation Solutions (LLTS) before fulfilling DOT Unit translation requests. Each of the 80 translated documents underwent thorough linguistic review; some were reviewed by multiple experts.	
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	<p>II. <u>Interpretations</u></p> <p><u>Over the Phone Interpretations</u> CSLA managed over the phone interpretation services during this reporting period. DOT staff from Traffic Operations, Bureau of Permits, Sidewalk Inspection, Bridges, and Executive initiated a total of 300 calls on behalf of customers with Limited English Proficiency. Eleven (11) language types were accessed for a total duration of 2,289 minutes.</p> <p><u>In-Person Interpretations</u></p> <p><u>American Sign Language</u></p> <ul style="list-style-type: none"> • Two (2) American Sign Language Interpreters were assigned to a DOT EDI/EEO event "New Faces in New Mobility" in celebration of Black History Month. Professional ASL interpreters from Accurate Communication, the language services provider via the DCAS Citywide contract are arranged by DOT Language Access. • Additionally, 12 requests for ASL interpreters were made by the Franchises/Concessions & Consents Unit utilizing DOT Language Access' language services. <p><u>Other Language Interpretations</u></p>	
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	<ul style="list-style-type: none"> • In this reporting period, four (4) DOT Units requested 14 In Person Interpreters. Limited English Proficient (LEP) customers communicated with interpreters in (6) languages: Spanish, Chinese, Korean, Haitian Creole, Russian, and Ukrainian. • Twenty-five (25) interpreters were assigned to various DOT-related events: <ul style="list-style-type: none"> ○ WalkNYC Public Survey ○ Street Ambassador Public Survey ○ Bicycle & Greenway Program presentation ○ Transportation Planning & Management public workshop ○ Strategic Public Planning presentation • For each event, DOT Units request between one and four interpreters and multiple languages. For example, for a WalkNYC public survey, three (3) Chinese interpreters each speaking a different dialects provided services in addition to one (1) Spanish interpreter. <p>III. <u>Language Bank Volunteers (LBV) Citywide Database</u></p> <p>Fourteen requests for translation and/or review were processed inthe Citywide LBV Database utilizing the services of language volunteers.</p> <p>In this reporting period;</p>	
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	<ul style="list-style-type: none"> • DOT LBV's accepted 6 Citywide Translation Requests • CSLA processed 6 requests for document translation services • CSLA processed 2 requests for ARTS translated correspondence <p>A total of 14 requests were processed in the LBV Citywide Database.</p> <p>IV. <u>DOT Literature Distribution</u></p> <ul style="list-style-type: none"> • Total number of DOT pieces of literature (11,039) requested by 3,672 customers via 311: <ul style="list-style-type: none"> ➤ 10,906 English ➤ 133 Other Languages: (77) Spanish; (29) Russian; 13 Arabic; (12) Chinese; (2) Polish <p>V. <u>Voter Registration Assistance</u></p> <ul style="list-style-type: none"> • CSLA mailed 4,662 Voter Registration forms to customers: <ul style="list-style-type: none"> ➤ 4579 English ➤ 83 Other Languages: (70) Spanish; (8) Chinese; (4) Bengal; (1) Korean <p>VI. Desktop Publishing</p> <p><u>Publications</u></p> <ul style="list-style-type: none"> • Postcards: 	
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	<p>“Get There Without A Ticket” layout corrections/packaged (Spanish & Chinese)</p> <p>“Free Interpretation Available, We’re Here to Help” formatted 3 translations (Spanish, Chinese & Russian)</p> <ul style="list-style-type: none"> • Flyer: <ul style="list-style-type: none"> “Car- Free Earth Day” Transcribed Spanish translation into design; altered design to accommodate text. “PSC Parking & Customer Service” 30-30 Thomson Ave. Listed signs with thumbnails. • Posters: <ul style="list-style-type: none"> “Free Interpretation Available, We’re here to help” for community outreach event Formatted/transcribed 3 translations: Spanish, Chinese & Russian) added DOT & CS/LA logos “NYC Cycling” (General Bike Outreach poster) reformatted layout to improve text legibility in Spanish, Chinese and English) <p><u>Signage</u></p> <ul style="list-style-type: none"> • Updates to electronic signage in Permit Management Public Service Center - 55 Water Street: <p><u>CS/LA SharePoint</u></p> <ul style="list-style-type: none"> • Web forms: <ol style="list-style-type: none"> 1. Designed/revised banners and icons on 3 Language Services Request Forms: 	
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V.

<u>R</u> <u>E</u> <u>C</u> <u>R</u> <u>U</u> <u>I</u> <u>T</u> <u>M</u> <u>E</u> <u>N</u> <u>T</u>	<p>In-Person Interpretation, Telephonic Interpretation & Sign Language Interpretation</p> <p>VII. LAD - Language Access Database – Updates</p> <p>Since the demand for language interpretation services has steadily increased, DOT added a major functionality related to Interpretation Services to its LAD Request Portal that includes DOT user requests for:</p> <ol style="list-style-type: none"> 1. In Person interpretation form 2. Sign Interpretation form 3. Over the Phone interpretation form <p style="text-align: center;">•</p>	

<p>Please list Recruitment Strategies and Initiatives which you set/declared in your FY 2019 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):</p>	<p>Please describe the steps that your agency has taken to meet the Recruitment Goal(s) set/declared in your plan.</p>	<p>Status Update</p>
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<p>Development of a Structured Interviewing Guide</p>	<p>DOT is in the process and near completion of the development of a comprehensive Structured Interviewing Guide that it will use to eliminate bias in the DOT hiring process, focusing on job analysis, recruitment, panel interviewing, avoidance of improper questions, and post-interview scoring and document retention.</p>	<p> <input type="checkbox"/> Planned <input type="checkbox"/> Deferred <input type="checkbox"/> Not started <input type="checkbox"/> Delayed <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed Other - please describe </p>
<p>Implementation of DOT’s Recruitment Plan</p>	<p>HR will, on a monthly basis, continue to distribute to relevant organizations DCAS issued Notices of Examinations for underutilized titles of interest. For these titles, HR will continue to post external job vacancy notices on multiple recruitment websites which target underrepresented populations and will maintain and update a roster of recruitment sources. DOT will also continue to participate in job fairs which also target these populations and when pictures are used in recruitment advertisements, diversity will be displayed. All advertisements will include a statement that the City of New York and DOT are equal employment employers and will include the Mayor’s Office for People with Disabilities (which has access to DOT vacancies) as an important recruitment source for people with disabilities.</p>	<p> <input type="checkbox"/> Planned <input type="checkbox"/> Deferred <input type="checkbox"/> Not started <input type="checkbox"/> Delayed <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed Other - please describe </p>

<p>Implementation of DOT’s Recruitment Plan</p>	<p>In titles where there is underutilization, HR has reached out to non-traditional sources for applicants, including the following sources:</p> <ul style="list-style-type: none"> • Advancing Women in Transportation • Society of Women Engineers • LatPro-Latin Professionals • CUNY Schools • National Society of Black Engineers • Society of Hispanic Professional Engineers • Nontraditional Employment for Women (NEW) 	<p><input type="checkbox"/> Planned <input type="checkbox"/> Deferred <input type="checkbox"/> Not started <input type="checkbox"/> Delayed <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed</p> <p>Other - please describe</p>
<p>Implementation of DOT’s Recruitment Plan</p>	<p>In order to expand our diverse recruitment sources, all Agency job openings have been posted to the following websites:</p> <ul style="list-style-type: none"> • AfricanAmericaHires.com • AllHispanicJobs.com • ALLGBTJobs.com • AsianHires.com • DisabilityJobs.net • DiversityJobs.com • LatinoJobs.org • VeteranJobs.net • WeHireWomen.com 	<p><input type="checkbox"/> Planned <input type="checkbox"/> Deferred <input type="checkbox"/> Not started <input type="checkbox"/> Delayed <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed</p> <p>Other - please describe</p>

B. INTERNSHIPS/FELLOWSHIPS

The agency is providing the following internship opportunities in FY 2019:

Type of Internship\Fellowship	Total	Race/Ethnicity [#s]	Gender [#s]
1. Urban Fellows	1	Black: 1	Male: 1 Female: 0
2. Public Service Corps	0	0	Male: 0 Female: 0
3. Summer College Interns	13	Asian: 4, Black: 1, Hispanic: 3, White: 5	Male: 8 Female: 5
4. Summer Graduate Interns	12	Asian: 5, Black: 2, Unknown: 1, White: 4	Male: 6 Female: 6
5. Other (specify): College Aides	156	Asian: 55, Black: 21, Hispanic: 25, 2 or more races: 1, Unknown: 2, White: 52	Male: 88 Female: 68
6. Other (specify): DYCD Interns	4	Black: 2, Hispanic: 2	Male: 2 Female: 2
7. Other (specify): CUNY Service Corps	5	n/a	n/a

Additional Comments:

C. 55-A PROGRAM

The agency uses the 55-a Program to hire and retain qualified individuals with disabilities.

Yes

No

Currently, there are 21 [number] 55-a participants. During this Quarter, a total of 1 [number] new applications for the program were received and 3 participants left the program due to [state reasons] retirement and resignation .

The 55-a Coordinator has achieved the following goals:

1. Disseminated 55-a information through e-mail, training sessions, agency website and agency newsletter. Yes No
2. Ensured that all competitive postings included the 55-a language.
3. Continued to participate in accessibility-related job fairs.

VI. SELECTION (HIRING AND PROMOTION)

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

Please list additional Selection Strategies and Initiatives which you set/declared in your FY 2019 Diversity and EEO Plan (<i>include use of structured interview, EEO or APO representatives observing interviews, review of placements, review of e-hire applicant data</i>)	Please describe the steps that your agency has taken to meet the Selection (Hiring and Promotion) Goal(s) set/declared in your plan.	Status Update
Advising employees of opportunities for promotion and career development	Just as HR passes information regarding civil service exams to the Agency’s Personnel Coordinators, HR ensures that information is similarly passed on to those employees serving in lower titles that are promotable. All job vacancy notices are posted on DOT’s website. The Career Counselor and the Training and Development Office continue to advise employees regarding promotional opportunities and career development.	<input type="checkbox"/> Planned <input type="checkbox"/> Deferred <input type="checkbox"/> Not started <input type="checkbox"/> Delayed <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed Other - please describe

<p>Reviewing the methods by which candidates are selected for new hiring and promotion</p>	<p>In the 4th Quarter FY 2018, DOT established a promotion Review Committee (PRC). The committee meets <i>monthly</i> to review all promotions for positions earning salaries of \$100,000 or more, considers and evaluates whether the promotions conform with agency policies and goals for a diverse and inclusive workforce, confirms that promotions are equitable among staff with comparable job titles and functions across divisions, and certifies that the cost of the promotions are covered within the agency’s budget.</p>	<p> <input type="checkbox"/> Planned <input type="checkbox"/> Deferred <input type="checkbox"/> Not started <input type="checkbox"/> Delayed <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed Other - please describe </p>
<p>Increasing the positions filled through civil service lists</p>	<p>To fill positions through civil service lists HR’s goal is to increase the number of employees taking civil service exams and will advertise such opportunities by emailing employees DCAS Monthly Exam Schedule every month and will continue to email civil service exam notices to DOT Personnel Coordinators who then distribute to all staff within their division. Information regarding exams is also posted on DOT kiosks, bulletin boards, and intranet. The Agency continues to increase participation in hiring pools, as well as pickup-and-transfer opportunities with other agencies.</p>	<p> <input type="checkbox"/> Planned <input type="checkbox"/> Deferred <input type="checkbox"/> Not started <input type="checkbox"/> Delayed <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed Other - please describe </p>
<p>Analyzing the impact of layoffs or terminations on racial, gender and age groups</p>	<p>There were no layoffs or terminations due to fiscal/operational reasons during the 3rd quarter of FY 2019.</p>	<p> <input type="checkbox"/> Planned <input type="checkbox"/> Deferred <input type="checkbox"/> Not started <input type="checkbox"/> Delayed <input type="checkbox"/> Ongoing <input type="checkbox"/> Completed Other – not yet applicable </p>

Other: Structured Interviewing	DOT is in the process and near completion of the development of a comprehensive Structured Interviewing Guide that it will use to eliminate bias in the DOT hiring process, focusing on job analysis, recruitment, panel interviewing, avoidance of improper questions, and post-interview scoring and document retention.	<input type="checkbox"/> Planned <input type="checkbox"/> Deferred <input type="checkbox"/> Not started <input type="checkbox"/> Delayed <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed Other - please describe
Other: Selection Process Plan (Review of Preferred Qualifications)	With respect to external Job Vacancy Notices for underutilized titles, HR will continue to review all requests by hiring Divisions for “Preferred Qualification” – that is, qualifications beyond those required by the DCAS Title Specifications – and will continue to request an explanation as to why the Division has concluded that the requested preferred qualifications are essential for the position.	<input type="checkbox"/> Planned <input type="checkbox"/> Deferred <input type="checkbox"/> Not started <input type="checkbox"/> Delayed <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed Other - please describe
Other: Selection Process Plan (Interview Questions)	While Divisions are encouraged to submit all proposed interview questions to EDI and HR for review before interviews, proposed interview questions when interviewing to fill titles where underutilization exist MUST, except in very unusual circumstances, be submitted beforehand to EDI and HR for review.	<input type="checkbox"/> Planned <input type="checkbox"/> Deferred <input type="checkbox"/> Not started <input type="checkbox"/> Delayed <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed Other - please describe
Other: Selection Process Plan (Diverse Interview Panels)	While it is a best practice for all interviews to be conducted by a diverse panel of at least two people, with respect to interview panels of titles where underutilization exist, panels MUST be comprised of at least two people and MUST, except in very unusual circumstances, be diverse (that is, the panel must be comprised of at least one male and female, and must be comprised of individuals of different ethnicities).	<input type="checkbox"/> Planned <input type="checkbox"/> Deferred <input type="checkbox"/> Not started <input type="checkbox"/> Delayed <input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Completed Other - please describe

VII. TRAINING

Please provide your training information in the “DIVERSITY AND EEO TRAINING SUMMARY” attached.

VIII. REASONABLE ACCOMMODATION

Please report your reasonable accommodation requests for this quarter and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at:

<https://mspwa-dcslnx01.csc.nycnet/Login.aspx>

IX. COMPLIANCE AND IMPLEMENTATION OF REQUIREMENTS UNDER EXECUTIVE ORDERS AND LOCAL LAWS

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

Please provide E.O. 16 Training Information in the “DIVERSITY AND EEO TRAINING SUMMARY” attached.

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

The agency has reviewed its practices (including application and interview forms) with regards to prohibition on inquiry regarding 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

Please provide Sexual Harassment Prevention Training Information in the “DIVERSITY AND EEO TRAINING SUMMARY” attached.

D. LOCAL LAW 93: RISK ASSESSMENT SURVEY

Please provide a short description of planning and 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:

Risk 2: Cultural and Language Differences in the Workplace:

Throughout the calendar year, the EDI office has scheduled different cultural and heritage months, such as for black history, LGBTQ+ pride, Hispanic heritage, and Asian heritage. Through the various events scheduled each month, employees learn to appreciate a diverse workplace community where risk factors of feeling alienated either due to physical location, entry-level position, or race or gender for example, are likely diminished.

Risk 3: Workplaces with Significant Power Disparities:

Risk 4: Isolated Workplaces:

EEO Liaison Program: As described above, through a competitive application process, and through proper training, EEO Liaisons are responsible for tasks such as assisting other employees and job applicants in understanding processes for filing EEO complaints and requests for reasonable accommodations; contacting the EDI Office when made aware of allegations of employment discrimination, harassment, retaliation, or other potential EEO violations; serving as observers on select panel interviews for discretionary hires; and ensuring all EEO posters, policy statements, and other related materials are prominently posted and maintained in conspicuous areas in each Division's facilities.

Risk 5: Decentralized Workplaces:

Training: All employees are required to complete EEO training a minimum of once every two years. We provide training in different formats, including traditional in person class-room training, computer based trainings, and by providing iPads for certain field

employees who do not have regular access to computers. _____

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 update the information as they occur.
- The agency has entered **all types of complaints** in the Complaint Data in the DCAS Citywide Complaint Tracking System and update the information as they occur.
- 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: <https://mspwwa-dcslnx01.csc.nycnet/Login.aspx>

F. LOCAL LAW 101: CLIMATE SURVEY

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

Describe any follow-up measures taken to address the results of the climate survey:
 N/a _____

X. AUDITS AND CORRECTIVE MEASURES

Please choose the statement that applies to your agency.

- The agency is NOT involved in an audit conducted by NYC EEPD 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 2019.

APPENDIX: DEPARTMENT OF TRANSPORTATION EEO PERSONNEL DETAILS

EEO PERSONNEL FOR 3rd QUARTER, FISCAL YEAR 2019

A. PERSONNEL CHANGES

Personnel Changes this Quarter:	<input checked="" type="checkbox"/> No Changes	Number of Additions:	Number of Deletions:
Employee's Name			
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

Start/Termination date of EEO Function	Start Date: OR Termination Date:	Start Date: OR Termination Date:	Start Date: OR Termination Date:
Employee's Name			
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
Start/Termination date of EEO Function	Start Date: OR Termination Date:	Start Date: OR Termination Date:	Start Date: OR Termination Date:
Employee's Name			
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
Start/Termination date of EEO Function	Start Date: OR Termination Date:	Start Date: OR Termination Date:	Start Date: OR Termination Date:
Employee's Name			
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
Start/Termination date of EEO Function	Start Date: OR Termination Date:	Start Date: OR Termination Date:	Start Date: OR Termination Date:
Employee's Name			
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
Start/Termination date of EEO Function	Start Date: OR Termination Date:	Start Date: OR Termination Date:	Start Date: OR Termination Date:
Employee's Name			

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
Start/Termination date of EEO Function	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 Professionals:			
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)
Proportion of Time Spent on EEO Duties	<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 %):
Attended EEO Professional On-Boarding at DCAS	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Completed Trainings:			
EEO	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Diversity & 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
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
Structured Interviewing and 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
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
Training Source(s):	<input type="checkbox"/> DCAS <input type="checkbox"/> Agency <input type="checkbox"/> Other	<input type="checkbox"/> DCAS <input type="checkbox"/> Agency <input type="checkbox"/> Other	<input type="checkbox"/> DCAS <input type="checkbox"/> Agency <input type="checkbox"/> Other

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

DIVERSITY AND EEO STAFFING IN DOT AS OF QUARTER 3 FY 2019 *

<u>Name</u>	<u>Civil Service Title</u>	<u>EEO\ Diversity Role</u>	<u>% of Time Devoted to EEO & Diversity Functions</u>	<u>Office E-mail Address</u>	<u>Telephone #</u>
EDI Office					
James L. Hallman	Executive Agency Counsel	EEO Officer/Director	100%	jhallman@dot.nyc.gov	(212) 839-6603
James L. Hallman	Executive Agency Counsel	Disability Services Facilitator	100%	jhallman@dot.nyc.gov	(212) 839-6603
Nneka Udoh	Agency Attorney 3	Deputy EEO Officer	100%	nudoh@dot.nyc.gov	(212) 839-6606
Benjamin Graham	Agency Attorney	EEO Investigator	100%	bgraham1@dot.nyc.gov	(212) 839-6605
Vincent DiGennaro	Community Coordinator	Lead Trainer	100%	vdigennaro@dot.nyc.gov	(212)839 4151
Liz Joslin	Community Coordinator	Diversity Specialist	100%	ejoslin@dot.nyc.gov	(212) 839-7151
Janell Bates-Taitt	Community Coordinator	Office Manager/Reasonable Accommodations	100%	jbatestaitt@dot.nyc.gov	(212) 839-6607
Melissa Quiros	Principal Administrative Associate Level 1	Administrative Assistant	100%	mquiros@dot.nyc.gov	(212) 839-6608
HR/Executive Staff who perform EEO/Diversity and Inclusion work					
Ciera T. Hearn	Confidential Strategy Planner	Equity and Inclusion Research Manager	100%	chearn@dot.nyc.gov	(212) 839-9451
Lianne Palacios	Administrative Staff Analyst	55-a Coordinator	15%	lpalacios@dot.nyc.gov	(212) 839-9516
Peter Scavetta	Administrative Staff	Career Counselor	25%	pscavetta@dot.nyc.gov	(212) 839-9452

	Analyst				
Quemuel Arroyo	Administrative Staff Analyst	ADA Coordinator		qarroyo@dot.nyc.gov	(212) 839-6426
Quemuel Arroyo	Administrative Staff Analyst	Disability Rights Coordinator		qarroyo@dot.nyc.gov	(212) 839-6426

* Please 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
Just indicate it on the chart.