FY 2022 AGENCY QUARTERLY DIVERSITY AND EEO REPORT

AGENCY NAME: DEPARTMENT OF TRANSPORTATION

☐ **1st Quarter (July -September), due October 29, 2021**   ☒ **2nd Quarter (October - December), due January 31, 2022**

☐ **3rd Quarter (January -March), due April 29, 2022**   ☐ **4th Quarter (April -June), due July 29, 2022**

Prepared by:

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Date Submitted: 1/31/2022

FOR DCAS USE ONLY: *Date Received:*

INSTRUCTIONS FOR FILLING OUT QUARTERLY REPORTS FY 2022

[NOTE: These forms are cumulative and intended to retain information for the entire FY 2022.

For Q2, Q3 and Q4 use previous quarter's submission to update, retaining all information for the prior quarters]

1. Please save this file as 'XXXX Quarter X FY 2022 DEEO Quarterly Report.Part I' where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Word format. Please do not convert it to PDF.
2. Complete the "Diversity and EEO Training Summary" details in Part II - Training Summary [see the attached Excel file]. Under Section 10 ("Other Diversity/EEO Related"), include training classes co-organized or co-sponsored by your agency EEO and/or HR that are related to the development of the agency staff in the areas of equal employment, diversity, inclusion, civil rights, workplace culture and behavior, interpersonal relations, and community relations.
3. Mark progress in check boxes in the column for the current quarter. [NOTE: DELAYED = behind schedule; DEFERRED = put off until later when better resources become available.]
4. Please save the Excel file as 'XXXX Quarter X FY 2022 DEEO Training Summary", where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Excel format. Please do not convert it to PDF.

PART I: NARRATIVE SUMMARY

I.   COMMITMENT AND ACCOUNTABILITY STATEMENT BY THE AGENCY HEAD

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

                                            ☐ **By e-mail**

                                            ☐ **Posted on agency intranet**

                                            ☐ **Other _____**

II.   RECOGNITION AND ACCOMPLISHMENTS

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

☐ **Diversity & EEO Awards**
☐ **Diversity and EEO Appreciation Events**
☐ **Public Notices**
☐ **Positive Comments in Performance Appraisals**
☐ **Other (please specify): _____**

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

III.   <u>WORKFORCE REVIEW AND ANALYSIS</u>

1. **Agency Headcount as of the last day of the quarter was:**

   Q1 (9/30/2021): <u>5617</u>   **Q2 (12/31/2021):** <u>5020</u>   **Q3 (3/31/2022):** _____   **Q4 (6/30/2022):** _____

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

   ☒ **Yes , On (Date):** <u>10/22/21 (veteran status only)</u> ☐ **Yes , again on (Date):** _____   ☐ **No**

   ☒ **NYCAPS Employee Self Service (by email; strongly recommended every year)**   ☐ **Agency's intranet site**
   ☐ **Newsletters and internal Agency Publications**   ☒ **On-boarding of new employees**

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

   ☒ **Yes , On (Dates):**
   ERG Leadership meeting – 09/01/2021
   D&I Committee meetings – 07/30/2021; 10/14/2021 12/14/2021

   Q1 Review Date: _____   **Q2 Review Date:** _____   **Q3 Review date:** _____   **Q4 Review date:** _____

   The review was conducted with:

☒ **Human Resources**	☒ **Human Resources**	☐ **Human Resources**	☐ **Human Resources**
☐ **Agency Head**	☐ **Agency Head**	☐ **Agency Head**	☐ **Agency Head**
☒ **General Counsel**	☒ **General Counsel**	☐ **General Counsel**	☐ **General Counsel**
☒ **Other** _____	☒ **Other** _____	☐ **Other** _____	☐ **Other** _____
☐ **Not conducted**	☐ **Not conducted**	☐ **Not conducted**	☐ **Not conducted**

IV.   EEO, DIVERSITY, INCLUSION, AND EQUITY INITIATIVES FOR FY 2022

Please describe your progress this quarter in implementing the primary goals in Section IV of your Agency Diversity and EEO Plan for FY 2022 - Proactive Strategies to Enhance Diversity, EEO and Inclusion:

A. WORKFORCE:

Please list the **Workforce Goal(s)** included in *Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion,* which you set/declared in your FY 2022 Diversity and EEO Plan (e.g., underutilization, workforce planning, succession planning and diverse applicant pool, among others):	Please describe the steps that your agency has taken to meet the **Workforce Goal(s)** set/declared in your plan. ● **Include steps that were taken or considered to build an inclusive and sustainable pipeline for your agency across all levels.**	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Workforce: Overall Objective – 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 this 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 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	☐ **Planned** ☐ **Not started** ☒ **Ongoing** ☐ **Delayed** ☐ **Deferred** ☐ **Completed**	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐

	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.				
Workforce: Overall Objective – 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 this quarter, DOT's Human Resources division worked diligently to align diversity recruiting, internal candidate development, and equitable selection practices strategically with current employment needs.	☐ **Planned** ☐ **Not started** ☒ **Ongoing** ☐ **Delayed** ☐ **Deferred** ☐ **Completed**	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐
Workforce: Overall Objective – 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.	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.	☐ **Planned** ☐ **Not started** ☒ **Ongoing** ☐ **Delayed** ☐ **Deferred** ☐ **Completed**	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐
		☐ **Planned** ☐ **Not started** ☐ **Ongoing** ☐ **Delayed** ☐ **Deferred** ☐ **Completed**	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐

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.

The following combinations of Job Groups and Demographic Groups are experiencing underutilization at DOT at the end of FY22 Q2:

Craft: Female, Black, Asian
Laborers: Female, Asian
Managers: Female, Hispanic
Para Professionals: Female, Hispanic
Science Professionals: Female, Black
Social Scientists: Black
Technicians: Hispanic

Below is a table of DOT's utilization statistics at the end of FY22 Q2:

Job Group	HC	Female HC	Female Availability	Female Expected	Female Z-Score	Black HC	Black Availability	Black Expected	Black Z-Score	Hispanic HC	Hispanic Availability	Hispanic Expected	Hispanic Z-Score	Asian HC	Asian Availability	Asian Expected	Asian Z-Score
Administrators	10	3	0.3841	3.8	-0.70	1	0.1745	1.7	-0.68	0	0.1543	1.5	-1.47	2	0.1123	1.1	0.93
Building Service P/T - 8	3	1	0	0.0	0.00	1	0	0.0	0.00	1	0	0.0	0.00	0	0	0.0	0.00
Clerical	351	265	0.6776	237.8	5.46	188	0.5347	187.7	0.05	57	0.1509	53.0	0.65	35	0.0716	25.1	2.12
Clerical Supervisors	128	103	0.7769	99.4	1.60	69	0.5619	71.9	-0.79	27	0.1348	17.3	2.71	7	0.0511	6.5	0.19
Craft	2008	94	0.0986	198.0	**-8.20**	486	0.3209	644.4	**-9.19**	313	0.1322	265.5	3.36	98	0.0686	137.7	**-3.64**
Farming	5	0	0.2778	1.4	-1.63	2	0.3166	1.6	0.48	1	0.2661	1.3	-0.39	0	0.0498	0.2	-0.53
Laborers	802	117	0.2356	189.0	**-6.85**	281	0.3027	242.8	3.52	165	0.2268	181.9	-1.62	12	0.0821	65.8	**-7.23**
Lawyers	16	10	0.4738	7.6	1.67	6	0.131	2.1	3.10	0	0.102	1.6	-1.42	0	0.0721	1.2	-1.16
Management Specialists	1085	435	0.4032	437.5	-0.20	395	0.2958	320.9	5.87	156	0.1295	140.5	1.50	159	0.1301	141.2	1.73
Managers	231	62	0.4206	97.2	**-6.16**	46	0.1889	43.6	0.44	17	0.1297	30.0	**-2.72**	45	0.1017	23.5	4.94
Operators	16	1	0.1213	1.9	-0.77	2	0.174	2.8	-0.57	6	0.1385	2.2	2.95	1	0.0524	0.8	0.19
Para Professional Occupations	218	114	0.5812	126.7	**-2.69**	62	0.2673	58.3	0.67	39	0.2449	53.4	**-2.61**	44	0.0964	21.0	5.55
Personal Services	25	10	0.4047	10.1	-0.06	13	0.2584	6.5	3.47	11	0.2881	7.2	1.99	0	0.0918	2.3	-1.67
Police	8	2	0.2529	2.0	-0.02	1	0.3039	2.4	-1.32	2	0.2189	1.8	0.24	1	0.0487	0.4	1.03
Public Relations	3	2	0.3401	1.0	1.47	0	0.1549	0.5	-0.81	0	0.117	0.4	-0.67	0	0.0851	0.3	-0.55
Sanitation Workers	4	0	0.03	0.1	-0.36	2	0.2271	0.9	1.48	0	0.1676	0.7	-0.98	0	0.0134	0.1	-0.23
Science Professionals	520	114	0.3131	162.8	**-5.57**	50	0.1762	91.6	**-5.28**	56	0.1023	53.2	0.43	184	0.2258	117.4	7.94
Social Scientists	143	75	0.493	70.5	1.06	12	0.1667	23.8	**-2.91**	12	0.0913	13.1	-0.32	17	0.0957	13.7	0.99
Technicians	38	16	0.3662	13.9	0.88	14	0.3293	12.5	0.63	2	0.1923	7.3	**-2.43**	8	0.1005	3.8	2.38
Transportation	1	0	0.1439	0.1	-0.44	1	0.4871	0.5	1.43	0	0.172	0.2	-0.50	0	0.0381	0.0	-0.20

To address underutilization, DOT did the following this quarter:

1. DOT continues to build upon its comprehensive Workforce Composition and Utilization reporting and performance tracking/management. The HR Analytics Team along with the Performance Analytics Team release an annual internal Workforce Profile Report which details Agency Wide and Division specific workforce statistics. The annual report is shared with the Agency's Executive Staff as well as Division Heads at the time of the annual release.

   The report is used to measure performance of our initiatives and identify the annual list of "Titles of Interest" for which DOT's mandates "Structured Hiring" because of elevated levels of underutilization.

   DOT will be releasing the 2021 Agency Wide and Divisional Workforce Profile reports internally in early February 2022 to review changes in utilization statistics and evaluate the agency's performance in reducing underutilization in FY 2021. Additionally, an updated set of "Titles of Interest" will be released.

2. Structured Hiring Initiative: the EEO, Diversity & Inclusion (EDI) office, together with Human Resources and the Executive team, developed a comprehensive guide for Hiring Managers, and Personnel Coordinators to follow when seeking to fill a position. The guide includes detailed information starting with the basics of a structured interview and the steps to be taking pre-interview through post interview. While structured hiring is encouraged for all interviews, it is mandatory for the hiring of "Titles of interest".

3. DOT's EDI and the Executive Team worked closely with DOT Human Resources division this quarter to ensure alignment of diversity recruiting, internal candidate development, and equitable selection practices strategically with current employment needs and in conjunction with our "Titles of Interest".

4. DOT 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.

5. DOT Human Resources continued to email 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.

6. DOT Human Resources 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.

7. DOT Human Resources continued to facilitate divisional participation in job fairs which target underrepresented populations.

8. DOT endeavored to maintain and update a roster of recruitment sources which target underrepresented populations, and will, where possible, sent posting notices for titles of interest to those organizations.

9. DOT's Performance Analytics Team has worked closely with DCAS' NYCAPS Central Team to facilitate additional data sharing to further inform our monitoring and execution of the programs/initiatives mentioned above. During this quarter, DOT has requested of DCAS to provide an automated feed of job applicant demographics data so that DOT can understand diversity of applicant pools and measure interview and candidate selection statistics. DCAS is working with FISA to implement this data feed, and DOT should begin receiving this information in the February, 2022.

10. DOT's EDI, Human Resources and Executive Teams are currently developing a mentoring program for potential successors to mid and upper-level management positions. This program is intended to facilitate upward mobility for staff who may not otherwise be considered for or have the knowledge of potential growth opportunities at the agency. DOT is aiming to launch the program in the middle of FY 2022.

    B. **WORKPLACE:**

Please list the **Workplace Goal(s)** included in *Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion,* which you set/declared in your FY 2022 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 inclusive work environment which values differences that each of your unique employees brings to work, and to maintain focus on retaining talent across all levels.**	**Q1 Update**	**Q2 Update**	**Q3 Update**	**Q4 Update**
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 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. This quarter ERGs participated in a series of virtual meetings with the Commissioner and other Senior leaders from the Executive team, to discuss a wide variety of issues affecting employees including, but not limited to, equity, Black Lives Matter and racial injustice, promotional opportunities, increased training, systemic oppression, hiring and onboarding, structured hiring, and more.	☐ **Planned** ☐ **Not started** ☒ **Ongoing** ☐ **Delayed** ☐ **Deferred** ☐ **Completed**	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐

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.	**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. This quarter ERGs partnered with EDI in celebrating the following: A Cup of Joe with Antonio Reynoso Join Exec Deputy Commissioner Joe Jarrin as he interviews City Council Member and Democratic Candidate for Brooklyn Borough President Antonio Reynoso. 10/14 at 12PM OLA virtual event Discussion: Neurodiversity in the Workplace with Andy Imparato – Executive Director of Disability Rights California 10/27 at 12PM DiverseAbilities virtual event Indigenous Peoples Heritage Month Event: Watch Party: "Gather" - a documentary about Indigenous food sovereignty initiatives. 11/17 from 7PM to 8:15PM IPC virtual event	☐ **Planned** ☐ **Not started** ☒ **Ongoing** ☐ **Delayed** ☐ **Deferred** ☐ **Completed**	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐

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<td>Indigenous Peoples Heritage Month Event: Discussion: "Gather" - a documentary about Indigenous food sovereignty initiatives.
11/18 at 1PM
IPC virtual event

Indigenous Peoples Heritage Month Event: Tour - National Museum of the American Indian with Native host Bert Correa
(Taino Nation)
11/22 at 12PM and 12:30PM (two groups)
IPC virtual event</td>
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<td>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.</td>
<td>In 2017, recognizing that the transportation and engineering fields, as well as the trades, are traditionally white male-dominated, and we see that often reflected in the Civil Service hiring process, DOT created the Future Leaders Program to specifically identify, nurture and promote a diverse cohort of employees from all divisions within the agency, with a particular focus on employees of color and women who might not ordinarily get exposure to agency leadership and the full range of agency functions and opportunities. 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.   Currently spearheaded by Lauren Antonelli, the Agency's Deputy Director for Administration for the Commissioner's Office, 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</td>
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	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. Due to the pandemic, the program was suspended in 2020, but the program is planned to start again in 2022.				
		☐ Planned ☐ Not started ☐ Ongoing ☐ Delayed ☐ Deferred ☐ Completed	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐

Please specify any other EEO-related activities designed to improve/enhance the workplace 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.

DOT Leadership Academy:

In 2018, based on the feedback received from our town halls, DOT created the Leadership Academy, a program for seasoned employees looking to take stock of where they are and come away with some concrete plans and strategies for moving their career forward. Through self-assessment tools, skill building workshops, and panel discussions, participants will have the opportunity to meet members of the senior team and focus on how to best reach their career goals. The Leadership Academy is designed to complement the variety of professional development opportunities that DOT already offers. At the end of the program, participants will write a plan for taking the next steps in their career. Diversity is one of the factors considered in the selection of candidates. The first 2 years of the program included 51 participants. Due to the pandemic, this program was cancelled for calendar year 2020, and 2021, but we anticipate resuming the program again in 2022.

C. COMMUNITY:

Please list the **Community Goal(s)** included in *Section IV: Proactive Strategies to Enhance Diversity, EEO and Inclusion,* which you set/declared in your FY 2022 Diversity and EEO Plan (e.g., community outreach and engagement, MWBE participation and customer satisfaction surveys):	Please describe the steps that your agency has taken to meet the **Community Goal(s)** set/declared in your plan. • **Include steps that were taken or considered to establish your agency as a leading service provider to the citizens of New York City focused on inclusion and cultural competency, while reflecting the variety of communities that are served.**	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Community: Overall Objective – facilitate outstanding culturally competent public service while strengthening collaborator and community relations through effective leadership and accountability.	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 presence that builds trust and transparency throughout the planning and implementation process.	☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐
Community: Overall Objective – facilitate outstanding culturally competent public service while strengthening collaborator and community relations through	**Mobility Management Program** 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	☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred	☐ ☐ ☒ ☐	☐ ☐ ☐ ☐	☐ ☐ ☐ ☐

effective leadership and accountability.	populations. MMP conducted monthly outreach with organizations serving the Mobility Management target populations, including persons with disabilities (PwD), older adults, low income populations (LIP), and limited English populations (LEP) groups. Through monthly meetings, presentations and tabling outreach with community organizations, MMP seeks to strengthen relationships and communication with hard-to-reach populations and increase awareness of DOT's accessibility initiatives and programs.	☐ **Completed**	☐	☐	☐
Community: Overall Objective – facilitate outstanding culturally competent public service while strengthening collaborator and community relations through effective leadership and accountability.	**Language Access** **Consolidation of Language Access and Increased Visibility for DOT** DOT created an external public facing webpage to inform the public of our services that are impacted due to the state of emergency related to Covid-19. The Customer Service, Language Access, and Correspondence Unit (CSLACU) continues to play an important role in providing Limited English Proficient (LEP) communities with vital translations ofthe NYC DOT Service Updates, webpage, or alerts. CSLACU has also initiated several program improvements to implement process adjustments and new, inclusive projects. ➢ Scheduled Meetings with the DOT Strategic Communications	☐ **Planned** ☐ **Not started** ☒ **Ongoing** ☐ **Delayed** ☐ **Deferred** ☐ **Completed**	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐

Office and IT to develop more complete language access linkage for LEP customers who are searching for Covid-19 alerts, service updates, or an LPR, as required by Local Law 30(LL 30) mandate. This effort provides the following· ongoing activities:

- A unified online presence
- The ability to introduce new programs, program updates, and service updates translated into the top ten languages:
  - Rapid deployment of Covid-19 Alerts of DOT service modifications
  - Open Streets and Open Boulevards: program updates
  - Open Restaurants: updated design guidelines and application requirements; introduced through an online link on the DOT website
  - Current and future Mayoral Initiatives
- Delivery of translated social media alerts to the public
- Direct document access for the public, including translated information
- The ability for the public to share their ideas with and provide feedback to DOT
- Upgraded Language Access Database (LAD) for improved processing:
  - Direct access to translation services for agency operational managers
  - Direct access to multilingual and ASL interpretation services for agency operational managers
- NYC DOT compliance with Local Law 30 and Federal Title VI guidelines

➢ **Local law 30 and LPR Compliance:**

- Participate in Mayor's Office of Immigrant Affairs (MOIA} Convenings of Language
- Access Coordinators to address providing LEP access to translated Covid-19 related alerts
- Voter Registration reminders to remain on DOT's web site translated into the City's top ten languages.
- Training session that was scheduled for May, then June 8, 2020, with PSC staff, LBVs, and Operational Managers was postponed due to the Covid-19 pandemic- still pending. Large-scale training will be re-scheduled as the public service centers (PSCs} reopen. Ad hoc training is taking place during individual conversations with DOT staff.
- Provided Interpretation support for the DOT Street Ambassador community outreach efforts during October and November, expanding interpretation efforts fourfold. In October, twelve (12) events were held in the Bronx. In November, Language Access supported seven (7) additional events in the Bronx, seven (7) in Brooklyn, and one (1) on Roosevelt Island, Manhattan.

➢ **Upgrading 19 Essential Documents:**
The Unit reviewed the Agency's key documents. Of the original 32 Essential Documents, the obsolete documents were eliminated, and the collection was refined to 19 We continue to remind operational managers to routinely send us new, vital documents to add to our cache of Essential Documents for distribution. Since FY21-Q1, Covid-19 slowed our progress on further translating essential documents. Our current focus-remains on updating DOT COVID-19 related service changes and translating those into the top ten

languages.

➤ **Plain language Initiatives:**
  • DOT Operational Units are encouraged to use Plain Language to develop materials intended for public distribution and CSLACU edits materials sent for translation, when feasible.
  • Once CSLACU has obtained the most recent updates of existing Essential Documents, CSLACU/LA will assist the operational units in converting the remaining Essential Documents into plain language, then translate them into the top ten languages, where feasible.

➤ **Literature Requests:**
  As of May 3rd (FY21-Q4), CSLACU resumed mailing out hard copies of DOT literature and voter registration (VR) materials with each literature request, in addition to the links sent with emailed correspondence. Until October 2021, CSLACU was still including the VR hyperlink in all correspondence it sent. In November 2021, CSLACU returned to the pre-COVID-19 practice of mailing out hard copies of the VR packets with each document mailed. October's VR hyperlinks sent increased the total VR sent more than 200%, but less than the 400% increase seen in previous quarters during the pandemic.

➤ **Diversity Desktop Publishing/Digital Graphics:**
  Graphic visibility for translation, telephonic, virtual, and in-person, multilingual, ASL and CART interpretation. Services are also displayed on DOT's external landing page, addressing the LEP customers' requirements for vital access

to DOT's Covid-19 service updates, Mayoral initiatives, and LPRs. CSLACU's diversity desktop publishing and digital graphic initiatives adhere to ADA Compliance Guidelines. Increased visibility of DOT's programming affords the LEP customer equal participation by providing multilingual translation and interpretation, and ASL interpretation.

➢ **During FY22-Q2, Covid-19 restrictions were partially lifted.** Once the Public Service Centers are fully re-opened, CSLACU will resumed routine visits to DOT Public Service Centers to replenish documents and will continue to provide:
- Updated Welcome Posters translated into the City's top 10 languages
- Coordinated Welcome palm cards- implemented
- New LPR Posters
- Access to online DOT Glossaries of Common Transportation Terminology in Spanish, Russian, Simplified and Traditional Chinese
- New Voiance dual handset telephones installed at the PSCs- implemented
- Updated training of service center personnel to respond to Limited English Proficiency (LEP) customers resumed on September 28th, 2021

I. Agency Requests for Translated Content & Language Access Database (LAD) Translations
During the FY22-Q2, the number of translations and translated pages requested through LAD decreased slightly with 20 requests for 82 document translations resulting in 102 pages, compared to FY22-Ql with 30 document requests for 93 document translations, resulting in 104 pages. The FY22-Q1

numbers are still relatively high, in response to demand for DOT's Covid-19 related service updates being translated into the top ten languages.

Twenty (20) documents were translated into eleven (11) languages: Arabic, Bengali, Traditional/Simplified Chinese, French, Haitian Creole, Italian, Korean, Polish, Russian, Spanish, Urdu, and Hebrew.

The same six (6) DOT Divisions requested translations in FY22-Q2 as had during Ql: Transportation Planning and Management, Executive, External Affairs, Legal Affairs, Creative Services, and IT&T.
- None of the 82 documents were translated by Language Access Staff.
- All 82 documents were sent to LanguageLine Solutions, DOT's language service provider for translation.

Q2 LAD Translations	
Language	**#Requested**
Spanish 11	Spanish 11
Chinese 11 (Traditional/Simplified)	Chinese 11 (Traditional/Simplified)
Polish 10	Polish 10
Arabic 7	Arabic 7
Korean 7	Korean 7
Urdu 7	Urdu 7
Russian 7	Russian 7
French 7	French 7
Bengali 7	Bengali 7
Haitian Creole 7	Haitian Creole 7
Hebrew 1	Hebrew 1

Total 82	Total 82

Language Access Database (LAD) Records of Secondary Reviews

- CSLACU's standard operating procedure has always included conducting secondary reviews of all translations completed and reviewed by LanguageLine Translation Solutions (LLTS) and additional reviews by GV Solutions, when possible. The Covid-19 outbreak continues to create an urgency for translations of DOT service updates and new policy initiatives, such as Open Streets and Open Restaurants. Secondary (tertiary) reviews of the Covid-19 updates have been curtailed because of the need for swift turnaround time and cost containment. CSLACU will continue to conduct future tertiary reviews of documents with fewer time restrictions.
- In the second quarter, CSLACU submitted nine (9) documents for external secondary review requests. Nine (9) of the requests received for the 82 translated documents underwent external secondary linguistic review by multilingual DOT employees in this quarter. All 82 translated documents underwent secondary linguistic review conducted by multiple experts at LLTS during this quarter.

Q4 LAD Expert Linguistic Reviews		
Reviewers	**Requests Reviewed**	**Languages**
GV Solutions	0	None
Language Access Staff	0	None
Language Bank	9	Chinese, Spanish,

Volunteers		Arabic, Bangla, Korean, French, Haitian Creole	
Total	**9**	**Chinese, Spanish, Arabic, Bangla, Korean, French, Haitian Creole**	

II. Agency Requests for Interpretations

Over-the-Phone (Telephonic) Interpretation
During **FY22-Q2**, CSLACU managed over-the-phone interpretation services. During the pandemic, it is more difficult to track the Units originating the calls, as many DOT employees are using out-of-office telephones which are more difficult to identify. During Q2, the number of calls on behalf of customers with Limited English Proficiency **decreased to 252 and 2,222 minutes, down from FY22-Q1's 276 calls and 2,338 minutes.** These calls accessed Traffic Operations- Parking Permits. **Nine (9) languages were accessed for a total duration of 2,222 minutes. In Q2, the number of languages used decreased from 11 to 9 languages in Q1.**

> **FY22- 2nd Quarter Over-the-Phone/Telephonic Interpretation**

Languages	Calls	Minutes	% Calls	% Minutes	Units
Spanish	139	1,138	55.2%	51.2%	Traffic Operations-PPPD
Russian	82	764	32.5%	34.4%	Traffic Operations-PPPD
Mandarin	19	149	7.5%	6.7%	Traffic Operations-PPPD
Hebrew	1	72	0.4%	3.2%	Traffic Operations-PPPD
Polish	3	33	1.2%	1.5%	Traffic Operations-PPPD
Greek	3	31	1.2%	1.4%	Traffic Operations-PPPD
Arabic	3	20	1.2%	0.9%	Traffic Operations-PPPD
Lao	1	8	0.4%	0.4%	Traffic Operations-PPPD
Cantonese	1	7	0.4%	0.3%	Traffic Operations-PPPD
Report Total:	**252**	**2,222**	**0.4%**	**0.2%**	

Percent of Calls by Language
- Spanish: 55.2%
- Russian: 32.5%
- Mandarin: 7.5%
- Polish: 1.2%
- Arabic: 1.2%
- Greek: 1.2%
- Hebrew: 0.4%
- Lao: 0.4%
- Cantonese: 0.4%

In-Person and Virtual Interpretation
American Sign Language

During Q2, Language Access processed ten (10) ASL interpretation requests on behalf of the Franchises/Concessions & Consents Unit and Executive Division, utilizing web conferencing technology. The ten (10) requests for ASL interpretation resulted in a total often (10) interpretation events taking place online and in-person. The three CART interpretation requests resulted in a total of three (3) CART events taking place online.

FY22 - Q2 ASL & CART Requests			
#	Languages	Assignments	Interpreters
1	ASL Services	10	18
2	CART Services	3	3
Total		13	21

In-person/ Multilingual Interpretation for LEP Customers

During Q2, CSLACU received twenty-nine (29) multilingual interpretation requests for DOT outreach events from Traffic Planning & Management. In this reporting period there were twenty-nine {29) requests for in-person and virtual interpretation, up from 17 requests in Q1, due to a modified, but increasing reintroduction of DOT's Street Ambassador program during the COVID-19 pandemic. COVID-19 has impacted foot traffic and vehicular traffic to commercial business districts and DOT resumed increased numbers of surveys and studies to improve traffic, as the risk of COVID-19 receded during the warmer months in 2021.

FY22 - Q2 Multilingual Requests		
#	Requests/Events by DOT Divisions/Unit	
1	Traffic Planning & Management	29
Total		29

FY22 - Q2 Multilingual Requests			
#	Languages	Assignments	Interpreters
1	Spanish	29	52
2	Polish	6	6
Total		**35**	**58**

III. Language Bank Volunteers (LBV) Citywide Database

In the FY22-Q2, nine (9) LBV requests were processed through the Citywide LBV Database utilizing the services of NYCDOT language bank volunteers, up from five (5) requests in the 1st Quarter of FY22. During this reporting period:

- DOT LBVs accepted nine (9) Citywide Translation Requests

- CSLACU processed four (4) requests for document translation services
- CSLACU process no (0) requests for interpretations
- CSLACU process no (D)-requests for ARTS related correspondence
- A total of one (1) request was processed in the LBV Citywide

FY22 - Q2 Requests for LBVs			
Language	**October**	**November**	**December**
Spanish	1	1	0
Arabic	1	0	0
Chinese (Cantonese)	0	1	0
Bangla	0	1	0
Korean	0	2	0
French	0	1	0
Haitian Creole	0	1	0
Total	**2**	**7**	**0**

IV. DOT Literature and Voter Registration Distribution

DOT's literature requests originating from NYC311 are processed in 311 Dynamics. In response to COVID-19, DOT changed the procedure for mailing both its literature requests and voter registration (VR). Pre- COVID-19, voter registration {VR) packet distribution numbers were identical to literature request numbers. The numbers in the chart below are aggregated for all literature requests.

In October 2021, CSLACU was still including the VR hyperlink in all correspondence it sent. In November 2021, CSLACU returned to the pre-Covid-19 practice of mailing out hard copies of the VR packets with each document mailed. Prior to the pandemic, the number of VR packets sent correlated exactly with the total number of service requests received. October's VR hyperlinks sent increased the total VR sent from 1,414 to 3,311, more than 200% increase.

DOT has not received requests for VR in languages other than English this quarter, although there is a DOT system in place to accommodate LEP customer requests. As stated in the biennial VR report submitted to MOO, it is important to differentiate between the numbers of VR distribution packets distributed and the actual number of voter registrations taking place. Currently, **DOT has no method in place to identify clients who are already registered to vote. DOT also has no way of knowing if a client completes the VR forms and returns them to the Board of Elections (BOE).** The PSC managers will continue to encourage voter registration once the PSCs reopen. Unless the customer fills out the VR forms at the PSC, we would not see the VR forms or be able to return the forms to the BOE. DOT remains committed to registering voters during the Covid-19 pandemic:

1) CSLACU includes VR packets with every document sent to customers.
2) The DOT website has a "Register to Vote" icon/tile on its landing page. The hyperlink sends DOT customers directly to "NYC VOTES".

FY22- Q2 Voter Registration			
Language	Total*	Total # Literature Requested	Total # VR Links Sent*
English	1,366	1,794	3,311
Spanish	30	32	0
Chinese	8	11	0
Korean	0	0	0
Bengali	0	0	0
Russian	10	11	0
Total	**1,414**	**1,848**	**3,311**

*During Q2, the total #of SR's (Service Requests), showing the total number of people requesting literature was 1,366, a slight increase from Q1's 1,221 requests. In response to customer service requests via 311, a total of 1,848 pieces of DOT literature were requested in multiple languages, a slight increase from Q1's 1,836:

- 1,794 - English
- 54 - Other languages, combined: 32 Spanish, 11 Chinese, and 11 Russian

*VR {Voter Registration) Numbers were affected by the Covid-19 pandemic. The pandemic practice of including the VR hyperlink with all emailed correspondence in addition to including the VR packets with all document requests was curtailed after October 2021.

V. Technological Developments - FY22- Q2- October 1st, 2021 - December 31, 2021:

Enhanced User Experience (UX) of the language Access Database (LAD) has been deployed with continual improvements to the technology, accessibility, layout, and submittal process. **On July 23rd, 2021 (FY22-Q1), CSLACU deployed its improved Language Access Database (LAD). No new additional improvements were deployed during FY22-Q2.**

VI. Diversity Desktop Publishing/Digital Graphics

CSLACU's diversity desktop publishing and digital graphic initiatives increase DOT's employee awareness of the need for inclusivity and the availability of Language Access services for document translation, telephonic, virtual, and in-person, multilingual, ASL and CART interpretation. CSLACU's diversity desktop publishing and digital graphic initiatives adhere to ADA Compliance Guidelines. DOT's internal SharePoint showcases LAD, the Language Access Database, a portal to submit translation and interpretation services. Telephonic (over-the-phone) interpretation is also available by directly contacting LanguageAccess@dot.nyc.gov.

During FY22:02, CSLACU has introduced:

Publications
- Public Service Center Flyers/Lamination:
  - Licenses, Permits, and Registrations (LPR) Quick Reference - Needs revision for new vendor - in progress
  - Language Bank Volunteer (LBV) Contact List and Language Access (LA) Contact List completed and ready to laminate
  - GSGC additional poster with ADA Compliance color

scheme - in progress
- Language Access Newsletter - Winter 2022 Edition - in progress

Digital Publications
- Language Access and LPR Training Manual: revisions- in progress
- Elected Officials Annual Report 2020 - ADA compliant for DOT's SharePoint site. Graphic design layout and cover design – completed
- DOT LPR website and SharePoint are being revised to ensure ADA color compliance for the visually impaired and color blind. Design completed. Ready to upload to DOT's SharePoint site - in progress

Digital Signage
- Created new digital signs and revised existing signs. There are 29 digital signs of current and ongoing DOT initiatives, including a digital sign for new portal: Licenses, Permits & Registrations (LPRs): Need a Translated Application? Translations & interpretations available in the top 10 languages.
- These will be displayed on the digital monitor at Permit Management and Construction Control PSC at 55 Water Street. Ensuring all digital sign information is ADA color compliant - in progress

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

D. **EQUITY and RACE RELATIONS INITIATIVES:**

Please specify Equity and Race Relations Initiatives embarked on or continued from previous year(s) the quarter (e.g., meetings, educational and cultural programs, presentations, discussions, books/articles, other suggested readings, etc.) and describe briefly the activities, including the dates when the activities occurred.

Equity Working Groups:

COVID-19's disproportionate impact on historically disenfranchised communities, as well as the recent deaths of Black men and women during confrontations with law enforcement, have re-emphasized the need for open conversations around racial disparities and equity in all aspects of our society. Racial disparities and systematic racism are unfortunately, also a part of the present experiences of many members of the public, in their interactions with other government agencies throughout our nation, and this is particularly true for people of color.

Consequently, it is pivotal that the work that we do and decisions we make as the city's Department of Transportation (DOT) focus on promoting racial and social equity. The agency has several efforts underway to advance this goal, including three staff-level working groups; the Equity in Planning Working Group, led by Denise Ramirez, Strategic Planning Unit; Equity In Enforcement Working Group, led by Assistant

Commissioner Kim Wiley-Schwartz, Safety Education and Outreach Unit; and the Equity in Infrastructure Working Group, led by Luis Gonzalez, Policy Unit. Each of these groups have a focused mission to address key areas of concern where policy change is needed. Additionally, the agency has begun the formation of an Advancement of Black and Brown Women in DOT Working Group, which is expected to begin its efforts in early 2022.

These groups provide further opportunities for staff engagement and to cohesively communicate the sum total of these efforts back to staff.

- Agency Equity Initiatives
- Equity in Planning
- Equity in Enforcement
- Equity in Infrastructure

Environmental Justice Interagency Working Group:
Environmental justice (EJ) refers to the principle that all people, regardless of race or socioeconomic background, have a right to live, work, and play in communities that are safe, healthy, and free of harmful environmental conditions. In order to advance environmental justice, New York City (City or NYC) must provide for the fair treatment and meaningful involvement of all New Yorkers in the development, implementation, and enforcement of environmental laws, regulations, policies, and activities.

Under the leadership of Mayor Bill de Blasio, the City has committed to environmental justice with nation-leading legislation to investigate historic and persistent environmental injustices and develop a plan to tackle these disparities. The legislation also aims to build equity and embed environmental justice into the fabric of the City's decision making.

The Environmental Justice program is centered on three main products, which include the delivery of an EJ study, portal, and plan. The EJ study will provide a comprehensive view of the present state of environmental justice in the City and inform the development and implementation of the remainder of the EJ program. The data and analysis from the EJ study will be used to create a public portal and mapping tool where New Yorkers can see what environmental justice looks like in their community. All of this work leads up to the creation of the City's Environmental Justice Plan, which will identify possible citywide initiatives for promoting EJ and outline a set of discrete recommendations for better imbedding equity and environmental justice into the City's decision making processes.

These products will be developed and implemented by three distinct teams, including the Mayor's Office of Climate Policy & Programs (CPP), an Interagency Working Group comprised of staff from 18 City Agencies, and the Environmental Justice Advisory Board made up of nationally recognized EJ advocates and subject matter experts. DOT is one of the 18 agencies that comprise the Interagency Working Group. Denise

Ramirez, Director, Strategic Planning Unit represents DOT at the Interagency Working Group. The staff from the Strategic Planning Unit are also part of several subcommittees tasked with developing the study.

V.   RECRUITMENT

A. RECRUITMENT EFFORTS

Please list **Recruitment Strategies and Initiatives** which you set/declared in your FY 2022 Diversity and EEO Plan (e.g., targeted outreach and outreach, diversity recruitment, social media presence, where jobs are posted, EEO and APO collaboration, evaluation of best recruitment sources, structured interview training and unconscious bias training):	Please describe the steps that your agency has taken to meet the **Recruitment Goal(s)** set/declared in your plan.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Development and Execution of a Structured Interviewing Guide	EDI office, together with Human Resources and the Executive team, developed a comprehensive guide for Hiring Managers, and Personnel Coordinators to follow when seeking to fill a position. The guide includes - The Basics of Structured Interviewing - Pre-Interview Hiring Requirements - The Structured Interview - Post-Interview Hiring Requirements - Unconscious Bias - Governing EEO Laws This quarter HR continued to advise and remind division personnel coordinators to enter interview information in NYCAPs, as required by all city agencies. This enables	☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐

	HR and EDI to evaluate the interview process. Oversight at resume selection stage: • Review by HR and EDI of resumes selected. • HR will hold hiring process if upon review there are candidates who are not qualified but are selected for interviews or if diverse and qualified candidates are not selected for an interview but based on a review of their resume they are determined to be otherwise qualified for the position sought. Will also confirm interview panels are compliant with the Structured Hiring Guidelines. • HR and EDI will approve interview questions. • EDI will perform advisory role and will conduct post-audit review. Oversight at Interviews and Candidate Selection • Review by HR and EDI after first (and subsequent) round interviews. • HR will hold hiring process if upon review rating sheets from each round of interviews are not				

	satisfactory and if applicants advancing are not otherwise qualified for the position sought. • EDI will perform advisory role and will conduct post-audit review. • Review by HR and EDI for final selection. • HR will hold hiring process if rating sheets are not satisfactory and if final selection process did not follow Structured Hiring Guidelines. • EDI will perform advisory role and will conduct post-audit review.				
Implementation of DOT's Recruitment Plan	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	☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐

	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.				
Implementation of DOT's Recruitment Plan	In some titles where there is underutilization, we have reached out to non-traditional sources for applicants, including the following sources: - Advancing Women In Transportation - Society of Women Engineers - LatPro-Latin Professionals - CUNY Schools - National Society of Black Engineers - Society of Hispanic Professional Engineers - Society of Asian Scientists and Engineers - Nontraditional Employment for Women (NEW) - Organization of Black Maritime	☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐

	Graduates - Women Offshore - IT Diversity Careers - Women in Technology International - Black Data Processing Association - Tech Latino In order to expand our diverse recruitment sources, all Agency job openings are posted to the following websites: - AfricanAmericanHires.com - AllHispanicJobs.com - AllLGBTJobs.com - AsianHires.com - BlackCareers.org - DisabilityJobs.net - DiversityJobs.com - LatinoJobs.org - Native Jobs.org - OverFiftyJobs.com - VeteranJobs.net - WeHireWomen.com				

Please specify any Recruitment efforts and initiatives designed to increase the effectiveness and improve the hiring and selection reach of your agency during the quarter and describe briefly the activities, including the dates when the activities occurred.

B. INTERNSHIPS/FELLOWSHIPS

The agency is providing the following internship opportunities in FY 2022 Q2:
[**NOTE:** Please update this table every quarter]

Type of Internship\Fellowship	Total	Race/Ethnicity* [#s] * Use self-ID data obtained from NYCAPS	Gender* [#s] [N-B=Non-Binary; O=Other; U=Unknown] * Use self-ID data
1. Urban Fellows	2	Asian = 1 White = 1	F 2
2. Other (specify): College Aides	74	Asian = 35, Black = 12 Hispanic = 11, White = 14 2 or more races = 1 Unknown = 1	M 44 F 29 N-B 1
3. Other (specify): 9/11 Scholars	3	Asian = 1 Hispanic = 1 2 or more races = 1	M 2 F 1
4. Other (specify):			

Additional Comments:
In FY 2022, DOT submitted five Urban Fellows applications, and two Fellows were placed with our agency. If the NYC Public Service Fellow cohort is offered in FY 2022, we will participate in this program also.

In FY 2022, DOT will continue to recruit both College Aides and Summer Interns from local and regional schools and via posting on the City's website. In addition to participating in career fairs, DOT will also hold agency-specific info sessions at CUNY schools in order to attract a diverse

intern candidate pool.

In FY 2022 Q1, the agency participated in the DYCD (Department of Youth and Community Development) Summer Youth Employment Program (SYEP), the Ladders for Leaders Program, the Intern & Earn Program, and the Transportation Career Mentoring Program. DOT will continue to participate in available DYCD internship programs in the summer of 2022.

In FY 2022 Q1, DOT partnered with local high schools to provide internships to students through the following programs: the IN-Tech Academy Career and Technical Education (CTE) Summer Internship, the Erasmus High School for Youth and Community Development Reimagine HS Initiative, and the Alfred E. Smith HS Automotive High School Internship Program.

In FY 2022 Q2, the agency participated in the September 11th Memorial Program for Regional Transportation Planning. This program provides funding to graduate students to work on transportation planning projects with NY Metropolitan Transportation Council member agencies, such as DOT.

C. 55-a PROGRAM

The agency uses the 55-a Program to hire and retain qualified individuals with disabilities.   ☒ Yes   ☐ No

Currently, the agency employs the following number of 55-a participants:

Q1 (9/30/2021): __22__   Q2 (12/31/2021): __22__   Q3 (3/31/2022): _____   Q4 (6/30/2022): _____

During the 1st Quarter, a total of _2___ [number] new applications for the program were received.
During the 1st Quarter _1__ participants left the program due to [state reasons] _retirement_____.

During the 2nd Quarter, a total of __0__ [number] new applications for the program were received.
During the 2nd Quarter __0_ participants left the program due to [state reasons] ____N/A____.

During the 3rd Quarter, a total of ____ [number] new applications for the program were received.
During the 3rd Quarter ___ participants left the program due to [state reasons] _____.

During the 4th Quarter, a total of ____ [number] new applications for the program were received.
During the 4th Quarter ___ participants left the program due to [state reasons] _____.

The 55-a Coordinator has achieved the following goals:

1. Disseminated 55-a information – by e-mail: ☒ **Yes** ☐ **No**
                                    in training sessions: ☐ **Yes** ☒ **No**
                                    on the agency website: ☒ **Yes** ☐ **No**
                                    through an agency newsletter: ☒ **Yes** ☐ **No**

2. Ensuring that all competitive job postings include the 55-a language.

3. Participating on panels and in 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 2022 Diversity and EEO Plan *(include use of structured interview, EEO or APO representatives observing interviews, review of placements, review of e-hire applicant data)*	Please describe the steps that your agency has taken to meet the **Selection (Hiring and Promotion) Goal(s)** set/declared in your plan.	Q1 Update	Q2 Update	Q3 Update	Q4 Update
Career Counseling: Advising employees of opportunities for promotion and career development; Notification of promotion/transfer opportunities	DOT posts information on the agency's intranet site regarding job openings, civil service exams, DCAS resources, agency training and professional development, and online learning and training. HR emails all employees updates to this site, including all new job postings. Agency Personnel Coordinators ensure that employees without email receive the same information. The Career Counselor and the Training & Development Office continue to advise employees regarding promotional opportunities and career development, both through individual meetings and by conducting group info sessions.	☐ **Planned** ☐ **Not started** ☒ **Ongoing** ☐ **Delayed** ☐ **Deferred** ☐ **Completed**	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐

Reviewing the methods by which candidates are selected for appointment, promotion, or to fill vacancies (new hires), especially for mid- and high-level discretionary positions	While it is a best practice for all interviews to be conducted by a diverse panel of at least three 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). For higher-level discretionary positions, DOT also established a Promotion Review Committee (PRC) that is made up of the Executive Deputy Commissioner, the Chief Operations Officer (COO), the COO's Chief of Staff, the Commissioner's Chief of Staff, the Deputy Commissioner for Human Resources and Facilities Management, and the Assistant Commissioner for Equal Employment, Diversity and Inclusion. The PRC meets monthly 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 the 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.	☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐

Describe the role of agency EEO Officer and other EEO staff in the selection of candidates for appointment or promotion (pre- and post-appointment)	Divisions are encouraged to submit proposed interview questions to EDI and HR for review before interviews. EDI representatives also participate in interviewers as observers on occasion. There is also EDI oversight at resume selection stage: • Review by HR and EDI of resumes selected • HR will hold hiring process if upon review there are candidates who are not qualified but are selected for interviews or if diverse and qualified candidates are not selected for an interview but based on a review of their resume they are determined to be otherwise qualified for the position sought. Will also confirm interview panels are compliant with the Structured Hiring Guidelines. • HR and EDI will approve interview questions. • EDI will perform advisory role and will conduct post-audit review. There is EDI oversight on Interviews and Candidate Selection as well: • Review by HR and EDI after first (and subsequent) round interviews • HR will hold hiring process if upon	☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed	☐ ☐ ☒ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐

	review rating sheets from each round of interviews are not satisfactory and if applicants advancing are not otherwise qualified for the position sought. • EDI will perform advisory role and will conduct post-audit review. • Review by HR and EDI for final selection • HR will hold hiring process if rating sheets are not satisfactory and if final selection process did not follow Structured Hiring Guidelines. • EDI will perform advisory role and will conduct post-audit review.				
Analyzing the impact of layoffs or terminations on racial, gender and age groups	**There were no layoffs or terminations due to fiscal/operational reasons during this quarter.**	☐ **Planned** ☐ **Not started** ☐ **Ongoing** ☐ **Delayed** ☒ **Deferred** ☐ **Completed**	☐ ☐ ☐ ☐ ☒ ☐	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐
Other:					

During this Quarter the Agency activities included:		Q1	Q2	Q3	Q4
	# of Vacancies	# _367_	# _987_	# ____	# ____
	# of New Hires	# _137_	# _94_	# ____	# ____
	# of New Promotions	# _77_	# _166_	# ____	# ____

VII.   TRAINING

Please provide your training information in Part II of the report "DIVERSITY AND EEO TRAINING SUMMARY" (in MS Excel).

VIII.   REASONABLE ACCOMMODATION

Please report all reasonable accommodation requests and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at: **https://mspwva-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 Part II of the report "DIVERSITY AND EEO TRAINING SUMMARY" (in MS Excel).

B. EXECUTIVE ORDER 59: CHIEF DIVERSITY OFFICER /CHIEF MWBE OFFICER

☐ The agency appointed new Chief Diversity Officer/ Chief MWBE Officer [different from the one listed in FY 2022 Annual Plan].

Provide the name and title of the new Chief MWBE Officer: _____

C. LOCAL LAW 92: ANNUAL SEXUAL HARASSMENT PREVENTION training

Please provide Sexual Harassment Prevention Training Information in Part II of the report "DIVERSITY AND EEO TRAINING SUMMARY" (in MS Excel).

D. LOCAL LAW 97: ANNUAL SEXUAL HARASSMENT REPORTING

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

Q1 ☒   **Q2** ☒   **Q3** ☐   **Q4** ☐

☒ The agency has entered **all types of complaints** in the DCAS Citywide Complaint Tracking System and updates the information as they occur.

☒ The agency ensures that complaints are closed within 90 days.

Report all complaints and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at: https://mspwva-dcslnx01.csc.nycnet/Login.aspx

E. 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 2018 Climate Survey:

_____

_____

Describe your analysis of the results of the 2020 Climate Survey (when provided by DCAS):

_____

X.   AUDITS AND CORRECTIVE MEASURES

Please choose the statement that applies to your agency.

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

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

☐ Attach the audit recommendations by NYC EEPC or the other auditing agency.

☐ The agency has submitted or will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2022.

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

APPENDIX: DOT EEO PERSONNEL DETAILS
EEO PERSONNEL FOR 2nd QUARTER, FISCAL YEAR 2022

A.   PERSONNEL CHANGES

Personnel Changes this Quarter:	☒ No Changes	Number of Additions:	Number of Deletions:
Employee's Name & Title	1.	2.	3.
Nature of change	☐ Addition ☐ Deletion	☐ Addition ☐ Deletion	☐ Addition ☐ Deletion
Date of Change in EEO Role	Start Date or Termination Date:	Start Date or Termination Date:	Start Date or Termination Date:
Employee's Name & Title			
Nature of change	☐ Addition ☐ Deletion	☐ Addition ☐ Deletion	☐ Addition ☐ Deletion
Date of Change in EEO Role	Start Date or Termination Date:	Start Date or Termination Date:	Start Date or Termination Date:
For New EEO Professionals:			
Name & Title	4.	5.	6.
EEO Function	☐ EEO Officer ☐ EEO Counselor ☐ EEO Trainer ☐ EEO Investigator ☐ 55-a Coordinator ☐ Other: (specify)	☐ EEO Officer ☐ EEO Counselor ☐ EEO Trainer ☐ EEO Investigator ☐ 55-a Coordinator ☐ Other: (specify)	☐ EEO Officer ☐ EEO Counselor ☐ EEO Trainer ☐ EEO Investigator ☐ 55-a Coordinator ☐ Other: (specify)
Percent of Time Devoted to EEO	☐ 100% ☐ Other: (specify %):	☐ 100% ☐ Other: (specify %):	☐ 100% ☐ Other: (specify %):
Name & Title			
EEO Function	☐ EEO Officer ☐ EEO Counselor ☐ EEO Trainer ☐ EEO Investigator ☐ 55-a Coordinator ☐ Other: (specify)	☐ EEO Officer ☐ EEO Counselor ☐ EEO Trainer ☐ EEO Investigator ☐ 55-a Coordinator ☐ Other: (specify)	☐ EEO Officer ☐ EEO Counselor ☐ EEO Trainer ☐ EEO Investigator ☐ 55-a Coordinator ☐ Other: (specify)
Percent of Time Devoted to EEO	☐ 100% ☐ Other: (specify %):	☐ 100% ☐ Other: (specify %):	☐ 100% ☐ Other: (specify %):

EEO Training Completed within the Last TWO Years, including the Current Quarter (EEO and D&I Officers, Deputies, AND ALL NEW EEO Professionals):

Name & EEO Role	1. Benjamin Graham, Deputy EEO Officer	2. Andrew Sonpon, EEO Investigator	3. Bellonne Pierre-Canel, EEO Investigator
Completed EEO Trainings:			
1. Everybody Matters-EEO/D&I	☒ Yes ☐ No	☐ Yes ☒ No	☐ Yes ☒ No
2. EEO Awareness	☒ Yes ☐ No	☒ Yes ☐ No	☒ Yes ☐ No
3. Diversity & Inclusion	☒ Yes ☐ No	☒ Yes ☐ No	☒ Yes ☐ No
4. Sexual Harassment Prevention	☒ Yes ☐ No	☒ Yes ☐ No	☒ Yes ☐ No
5. lgbTq: The Power of Inclusion	☒ Yes ☐ No	☒ Yes ☐ No	☒ Yes ☐ No
6. Unconscious Bias	☒ Yes ☐ No	☐ Yes ☒ No	☒ Yes ☐ No
7. Disability Etiquette	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No
Completed OCEI Trainings:			
A. EEO Officer Essentials: Complaint/Investigative Processes	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No
B. EEO Officer Essentials: Reasonable Accommodation	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No
C. Understanding CEEDS Reports	☐ Yes ☒ No	☐ Yes ☒ No	☐ Yes ☒ No

Name & EEO Role	4.	5.	6.
Completed EEO Trainings:			
1. Everybody Matters-EEO/D&I	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
2. EEO Awareness	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
3. Diversity & Inclusion	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
4. Sexual Harassment Prevention	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
5. lgbTq: The Power of Inclusion	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
6. Unconscious Bias	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
7. Disability Etiquette	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
Completed OCEI Trainings:			
A. EEO Officer Essentials: Complaint/Investigative Processes	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
B. EEO Officer Essentials: Reasonable Accommodation	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
C. Understanding CEEDS Reports	☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No

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

DIVERSITY AND EEO STAFFING IN DOT AS OF 1st QUARTER FY 2022 *

EEO\Diversity Role	Name	Civil Service Title	% of Time Devoted to EEO & Diversity Functions	Office E-mail Address	Telephone #
EEO Officer/Director	Benjamin Graham (acting)	Agency Attorney	100	bgraham1@dot.nyc.gov	(212) 839-6605
Deputy EEO Officer OR Co-EEO Officer	Benjamin Graham	Agency Attorney	100		
Chief Diversity & Inclusion Officer					
Diversity & Inclusion Officer					
Chief Diversity Officer/Chief MWBE Officer per E.O. 59					
ADA Coordinator	Edmund E. Asiedu	Administrative Staff Analyst (NM)	50	easiedu@dot.nyc.gov	(212) 839-6995
Disability Rights Coordinator	Benjamin Graham (acting)	Agency Attorney	100		
Disability Services Facilitator	Edmund E. Asiedu	Administrative Staff Analyst (NM)	50	easiedu@dot.nyc.gov	(929) 441-9658

55-a Coordinator	Lianne Palacios	Administrative Staff Analyst	15	lpalacios@dot.nyc.gov	(212) 839-9516
Career Counselor	Peter Scavetta	Administrative Staff Analyst (NM)	25	pscavetta@dot.nyc.gov	(212) 839-9452
EEO Counselor					
EEO Investigator	Andrew Sonpon	Agency Attorney	100	asonpon@dot.nyc.gov	212-839-6610
EEO Investigator	Bellonne Pierre-Canel	Agency Attorney	100	BPierre-Canel@dot.nyc.gov	212-839-6606
Investigator/Trainer					
EEO Training Liaison	Carol Adamson	Principal Administrative Associate	10	cadamson@dot.nyc.gov	(212) 839-9495
Other (specify) EEO Training Liaison					
Other (specify)					

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