FY 2022 AGENCY QUARTERLY DIVERSITY AND EEO REPORT

AGENCY NAI	IE: TAXI AND LIMOUSINE COMMISSION		
	st Quarter (July -September), due October 29, 2021 rd Quarter (January -March), due April 29, 2022	 2nd Quarter (October - Dee 4th Quarter (April -June), d 	cember), due January 31, 2022 lue July 29, 2022
Prepared by Carmen Roja		rojasc@tlc.nyc.gov	212-676-1095
 Name	Title	E-mail Address	Telephone No.
Date Submit	t ed : November 26, 2021		
FOR DCAS U	E 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.
- 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:

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III. WORKFORCE REVIEW AND ANALYSIS

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

Q1 (9/30/2021): _554_____ Q2 (12/31/2021): _____ 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):	Yes , again on (Date):	🖾 No

□ NYCAPS Employee Self Service (by email; strongly recommended every year)
 □ Newsletters and internal Agency Publications
 □ On-boarding of new employees

□ Not conducted

- 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): Q1 Review Date: 10/13/21 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 Dir. Of Labor Relations

□ Not conducted

Not conducted

□ Not conducted

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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 - <u>Proactive Strategies to Enhance Diversity, EEO and Inclusion</u>:

A. WORKFORCE:

Please list the Workforce Goal(s) included in <i>Section</i> <i>IV: Proactive Strategies to Enhance Diversity, EEO and</i> <i>Inclusion,</i> 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: Our people are our greatest asset; we are committed to recruiting, developing and retaining a diverse and inclusive workforce which reflects our City's communities. TLC will continue to review CEEDs Reports and Dashboards to determine underutilization of job groups and increase its efforts to recruit a more diverse and inclusive workforce in its effort to minimize the gap. 	TLC will conduct recruitment efforts to target women for our TLC Inspector positions.	 Planned Not started Ongoing Delayed Deferred Completed 			

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		 Planned Not started Ongoing Delayed Deferred Completed 			
		 Planned Not started Ongoing Delayed Deferred Completed 			
		 Planned Not started Ongoing Delayed Deferred Completed 			
Describe steps that were taken or considered to address une exists in the current quarter.	erutilization identified through quarterly workforce	reports. Please list J	ob Groups w	nere underu	tilization

B. WORKPLACE:

Please list the Workplace Goal(s) included in <i>Section</i> <i>IV: Proactive Strategies to Enhance Diversity, EEO and</i> <i>Inclusion,</i> 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
We want our employees, present and future, to view us as an employer of choice. TLC will continue its efforts to provide EEO training to all staff advising them of their EEO rights and responsibilities. TLC also holds its managers responsible for reporting any EEO violations.	TLC conducted a job satisfaction survey for our employees in the Uniformed Services Bureau. The survey included a myriad of topics such as training needs, schedules changes, etc.	 Planned Not started Ongoing Delayed Deferred Completed 			
		 Planned Not started Ongoing Delayed Deferred Completed 			

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	 Planned Not started Ongoing Delayed Deferred Completed 			
	 Planned Not started Ongoing Delayed Deferred Completed 			
Please specify any other EEO-related activities designed to in diversity, newsletters/articles, etc.) and describe briefly the a		ngs, cultural j	programs pro	moting

C. COMMUNITY:

Please list the Community Goal(s) included in <i>Section</i> <i>IV: Proactive Strategies to Enhance Diversity, EEO</i> <i>and Inclusion,</i> 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
TLC established an Office of Inclusion (OOI) to ensure the riding public receives equal and courteous service from Taxis and for-hire- vehicles. Its goal is to reduce and ultimately eliminate service refusals based on discrimination.	 In July, the OOI presented to the Bronx Independent Living Center the importance of filing a service refusal complaint and to provide them with information of the work TLC is doing regarding accessibility. In August, the OOI attended a virtual education presentation – <i>Preventing</i> <i>Hate: Together</i> sponsored by OPHC's Interagency Committee on Hate Crimes. In September, OOI presented to the NYCHA Tenant Association at the Melrose House in the Bronx, information on OOI and the importance of filing a service refusal complaint. 	 Planned Not started Ongoing Delayed Deferred Completed 			

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	 Planned Not started Ongoing Delayed Deferred Completed 			
	 Planned Not started Ongoing Delayed Deferred Completed 			
	 Planned Not started Ongoing Delayed Deferred Completed 			
Please specify any other Community-directed activities durin fairs, etc.) and describe briefly the activities, including the da	Il programs, promot	ion of agenc	y services, co	ommunity
D. EQUITY and RACE RELATIONS				

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.

TLC will reinstate the issuance of its quarterly Diversity @TLC newsletter to all staff.

V. <u>RECRUITMENT</u>

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
 The agency will address underutilization in FY 2021 by: Expanding internal and external applicant pools address the underutilization through outreach strategies for broader recruitment. Using the quarterly workforce report and dashboard to identify specific job groups where underutilization exists and guide recruitment efforts. 		 Planned Not started Ongoing Delayed Deferred Completed 			

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	 Planned Not started Ongoing Delayed Deferred Completed 			
Please specify any Recruitment efforts and initiatives designed quarter and describe briefly the activities, including the date	g and selection rea	ch of your ag	ency during	the

B. INTERNSHIPS/FELLOWSHIPS

Type of	Total	Race/Ethnicity* [#s]	Gender* [#s]
Internship\Fellowship		* Use self-ID data obtained from NYCAPS	[N-B=Non-Binary; O=Other; U=Unknown] * Use self-ID data
1. Urban Fellows	1	Asian	MX_F N-B O U
2. Public Service Corps			M F N-B O U
3. Summer College Interns			M F N-B O U
. Summer Graduate Interns			M F N-B O U
5. Other (specify):			M F N-B O U

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C. 55-A PROGRAM

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

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

Q1 (9/30/2021): Q2 (12/31/2021): Q3 (3/31/2022): Q4 (6/30/2	2022):
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During the 1st Quarter, a total of _0___ [number] new applications for the program were received. During the 1st Quarter _0__ participants left the program due to [state reasons] _____.

During the 2nd Quarter, a total of _____ [number] new applications for the program were received. During the 2nd Quarter ____ participants left the program due to [state reasons] ______.

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. _____ 3.

VI. <u>SELECTION (HIRING AND PROMOTION)</u>

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 (<i>include use of structured</i> <i>interview, EEO or APO representatives observing</i> <i>interviews, review of placements, review of e-hire</i> <i>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.
Career Counseling: Advising employees of opportunities for promotion and career development; Notification of promotion/transfer opportunities	The Career Counselors meets with employees to discuss career paths and promotion opportunities with the agency.
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	The EEO Officer/Asst. Commissioner for Human Resources reviews the selection of all employees selected for promotion
Describe the role of agency EEO Officer and other EEO staff in the selection of candidates for appointment or promotion (pre- and post- appointment)	The EEO Officer/Asst. Commissioner for HR reviews resumes and justifications for promotions.
Analyzing the impact of layoffs or terminations on racial, gender and age groups	The EEO Officer/Asst. Commissioner for HR is included in the decision-making for the selection of layoffs and makes a determination on the impact on racial. Gender and age groups.

Other:					
				1	
During this Quarter the Agency activities included:		Q1	Q2	Q3	Q4
	# of Vacancies	#	#	#	#
	# of New Hires	#	#	#	#
	# of New Promotions	#	#	#	#

VII. <u>TRAINING</u>

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

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: ____Vincent Chin/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

	agency has ent information as		sment Complaint Data	in the DCAS Citywide Complaint Tracking System and updates
Q1	\boxtimes	Q2 🗆	Q3 🗆	Q4 🗆
	agency has ent hey occur.	tered all types of com	plaints in the DCAS Cit	ywide Complaint Tracking System and updates the information
🛛 The	agency ensures	s that complaints are	closed within 90 days.	
Report	all complaints	and their disposition	in the DCAS Citywide	Complaint/Reasonable Accommodation Tracking System by
logging	g into your CICS	Account at: <u>https://</u>	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:

In response to the Climate Survey, TLC has conducted additional EEO training for all staff.

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.

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APPENDIX: [AGENCY NAME] EEO PERSONNEL DETAILS EEO PERSONNEL FOR _____ 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 OfficerEEO CounselorEEO TrainerEEO Investigator55-a CoordinatorOther: (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 OfficerEEO CounselorEEO TrainerEEO Investigator55-a CoordinatorOther: (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 Image: 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. Carmen Rojas, EEO Officer	2.	3.				
Completed EEO Trainings: 1. Everybody Matters-EEO/D&I 2. EEO Awareness 3. Diversity & Inclusion 4. Sexual Harassment Prevention 5. IgbTq: The Power of Inclusion 6. Unconscious Bias 7. Disability Etiquette	□ Yes □ No ⊠ Yes □ No ⊠ Yes □ No ⊠ Yes □ No ⊠ Yes □ No □ Yes □ No □ Yes □ No □ Yes □ No	□ Yes □ No	□ Yes □ No □ Yes □ No				
Completed OCEI Trainings: A. EEO Officer Essentials: Complaint/Investigative Processes B. EEO Officer Essentials: Reasonable Accommodation C. Understanding CEEDS Reports Name & EEO Role	Yes □ No Yes □ No Yes □ No Yes □ No	<u>Yes</u> <u>No</u> <u>Yes</u> <u>No</u> <u>Yes</u> <u>No</u>	Yes No Yes No Yes No				
Name & EEO Role Completed EEO Trainings: 1. Everybody Matters-EEO/D&I 2. EEO Awareness 3. Diversity & Inclusion 4. Sexual Harassment Prevention 5. IgbTq: The Power of Inclusion 6. Unconscious Bias 7. Disability Etiquette	4. Jason Gonzalez, Investigator □ Yes No ⊠ Yes No ⊠ Yes No ⊠ Yes No ⊠ Yes No ☑ Yes No ☑ Yes No ☑ Yes No ☑ Yes No □ Yes No □ Yes No	5. Image: Yes No Image: Yes No	6. Yes No				
Completed OCEI Trainings: A. EEO Officer Essentials: Complaint/Investigative Processes B. EEO Officer Essentials: Reasonable Accommodation C. Understanding CEEDS Reports	<u> </u>	<u> </u>					

B. <u>CONTACT INFORMATION (Please list ALL current EEO professionals)</u>

DIVERSITY AND EEO STAFFING IN [AGENCY NAME] AS OF QUARTER FY 2022 *

EEO\Diversity Role	Name	<u>Civil Service Title</u>	<u>% of Time</u> <u>Devoted to EEO</u> <u>& Diversity</u> <u>Functions</u>	Office E-mail Address	Telephone #
EEO Officer/Director	Carmen Rojas	Admin. Manager	50%	rojasc@tlc.nyc.gov	<u>212-676-</u> <u>1095</u>
Deputy EEO Officer OR Co-EEO Officer	Carmen Rojas	Admin. Manager	50%	rojasc@tlc.nyc.gov	212-676- 1095
Chief Diversity & Inclusion Officer					
Diversity & Inclusion Officer					
Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Vincent Chin	Admin. Staff Analyst	50%	chinv@tlc.nyc.gov	212-676- 1033
ADA Coordinator	Carmen Rojas	Admin. Manager	50%	rojasc@tlc.nyc.gov	212-676- 1095
Disability Services Facilitator	Yesenia Torres	Community Coordinator	50%	torresy@tlc.nyc.gov	212-676- 1161

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55-a Coordinator	Carmen Rojas	Admin. Manager	50%	rojasc@tlc.nyc.gov	<u>212-676-</u> <u>1095</u>
Career Counselor	Melissa Marrero	Admin. Staff Analyst	50%	marrerome@tlc.nyc.gov	212-676- 1083
EEO Counselor					
EEO Investigator	Jason Gonzalez	Agency Counsel	50%	gonzalezj@tlc.nyc.gov	212-676- 1104
EEO Counselor\ Investigator					
Investigator/Trainer					
EEO Training Liaison	Lisa Oliver	Admin. Manager	50%	Oliverl@tlc.nyc.gov	212-676- 1080
Other (specify)					
Other (specify)					

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