

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

Fiscal Year 2025

Taxi & Limousine Commission

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I. Annual Commitment, Accountability, and EEO Statement (EEO Policy Statement).

[This statement provides the Agency Head with an opportunity to articulate, in their own language, the agency's commitment to the values of diversity, equity, and inclusion (DEI), and equal employment opportunity (EEO). It should proclaim the assurance of a discrimination-free workplace, integration of this plan into the agency's strategic mission, and a declaration that all senior executives, managers, supervisors, and employees are accountable for upholding these values and are charged, within their scope of responsibility, to effectively implement the agency's DEI-EEO Plan. It must include the name and contact information of agency EEO Officer.]

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

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

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

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

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

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

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

☒ This statement is the same as last year.

NOTE: If this statement has been in use for more than two years the Agency Head should issue a revised statement.

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

II. Recognition and Accomplishments

[Describe below key initiatives and accomplishments that your agency undertook last fiscal year (2024) to advance DEI and EEO goals, for example, recognizing employee contributions to DEI goals through awards and employee appraisal, introducing new equity programs, training all staff on mandatory training, or launching employee resource groups. If some of the accomplishments listed below are a continuation of what was included in previous Annual plans, you will need to provide a statement on how it has changed and/or developed in the past year. Add additional lines as needed.]

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

1. The agency developed and implemented The Leadership Community Academy (TLC Academy). The courses were designed to provide supervisors and managers with the skills, tools, and best practices to create and foster an inclusive work environment. TLC Academy will be a multi-faceted supervisor training that will incorporate diversity, equity, and inclusion principles into each module. TLC Academy will offer fundamentals of managing a team including topics such as:
 - Leadership Skills
 - Effective Communication
 - Making the transition from staff member to supervisor
 - Performance management
 - Employee evaluations
 - Discipline process
 - Recruitment, hiring, and onboarding
 - Unconscious Bias
 - EEO
 - Conflict Resolution

TLC Academy will have courses aimed at two different groups of supervisors and managers; newly promoted (been in your role less than one year), and current supervisor and managers, who have been in their role for more than one year. Upon completion of the modules, attendees will continue to be supported by attending updates, refreshers, and feedback sessions. They will also be provided with resource pages and mentoring support. By providing ongoing training and support, supervisors and managers will be able to adapt to changes and continually improve their own performance.

In FY 24, two cohorts of new supervisors/managers attended training, over a 6-week period. Another cohort of new supervisors is scheduled to attend TLC academy in FY 25.

2. The agency launched an agencywide climate survey. Focus groups were conducted with staff to delve deeper into two areas of the climate survey. The results of the climate survey and focus groups will be used to develop programming and changes related to improving the work environment.

The agency's distributed the below announcements to staff via the agency's Diversity Newsletter or email

3. In July 2024 an announcement acknowledging July as Bebe Moore Campbell National Minority Mental Health Awareness Month, also known as BIPOC Mental Health Month. The theme of Mental Health America's 2023 BIPOC Mental Health campaign is Culture, Community, & Connection. Staff were advised that mental health qualifies for a reasonable accommodation and provided with resources via NYC Well to access free confidential crisis counseling, mental health and substance use support, information, and referrals.
4. In July, staff was informed that July is also Disability Pride Month. The announcement included information pertaining to the continued advocacy by and for the disability community and that on July 26 – The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990, by President George H.W. Bush. The announcement highlighted the different disabilities and reminded staff that if they had a disability, they may be eligible for an accommodation.
5. An announcement related to the newly enacted Local Law 12 of 2023, which requires NYC agencies to develop and implement five-year website accessibility plan and additional information related to how inaccessible websites can create unnecessary barriers that make it difficult or impossible for people with disabilities, just as physical barriers like steps can prevent some people with disabilities from entering a building.
6. In recognition of Disability Pride Month, an announcement for the inaugural book club entitled, "Licensed to Read." The book club is designed to provide a space for staff to learn, discuss, and acknowledge different viewpoints and experiences. Reading is one of

the surest methods for gaining new perspectives. We will read and discuss a book or movie related to the national heritage month or day. Even if staff does not read the selected book, they can still participate in the discussions because the themes will be universal, it is a great way to connect with your colleagues and increase your cultural competency and awareness. The announcement contained the information related to the virtual discussion. The event was scheduled for July 28, 2023, and the selected book was "Disability Visibility: First-Person Stories from the Twenty-First Century" edited by Alice Wong. This book is a collection of essays that provides a "glimpse of the vast richness and complexity of the disabled experience, highlighting the passions, talents, and everyday lives of this community."

7. In August we recognized International Left Handers Day (August 13). The announcement detailed how in the past; it was thought that being left-handed was a curse. Parents forced their children to use their right hands so as to not suffer the consequences of living in a prejudiced society. The announcement also highlighted notable people who are left-handed.
8. An announcement highlighting Women's Equality Day (August 26). Since 1971, Women's Equality Day has been celebrated annually on August 26. The celebration falls on the anniversary of the ratification of the 19th Amendment (August 26, 1920) which granted women the right to vote. The announcement included information about how the 19th Amendment did not grant Native American, Asian American, Latinx and African American women the right to vote because state laws prohibited them from voting due to race to race, ethnicity, and national origin until the Voting Rights Act of 1965 which prohibited state and local government from imposing any voting rule that "results in the denial or abridgement of the right of any citizen to vote on account of race or color" such as literacy tests and poll taxes. In 1975 the Voting Rights Act was amended to include a "language minority" category. The amendment added protections and accommodations for voters with limited English, such as access to translators and ballots in multiple languages. These language protections catered largely to Spanish speakers, though the category also included Alaska Natives, Native Americans, and Asian Americans. The announcement included a link to the Women's Rights National Historical Park's website.
9. In recognition of Deaf Awareness Month, staff was notified of a movie screening sponsored by the NYC Mayor's Office for People with Disabilities, the NYC Mayor's Office of Media and Entertainment and the NYC Department of Cultural Affairs. The event included the screening of "The Shattered Mind" and a Q & A with the filmmaker. This is an award-winning film, written, directed, and produced by Black Deaf filmmaker Jade Bryan. The film features a Black Deaf Family struggling to piece together the history of hearing loss. The event was held at the Museum of the Moving Image.
10. Staff was provided with information and a link to the Smithsonian's National Museum of the American Latino. The museum's Molina Family Latino Gallery is the Smithsonian's first gallery dedicated to the Latino experience. This information was provided in recognition of Hispanic Heritage Month. In 2023, the Hispanic Heritage theme was Latinos: Driving Prosperity, Power, and Progress in America.

11. In September, an announcement about the selected book for the Book Club. In recognition of Hispanic Heritage Month, staff will read “American Like Me” by America Ferrara and the discussion will be conducted on October 12, 1-2pm.
12. Staff was provided with information about a virtual event, in recognition of Hispanic Heritage month. Staff was invited to watch and discuss the Emmy-winning documentary “Mendez v. Westminster: For All the Children” which tells the little-known story of how California became the first state to end school segregation and paved the way to the landmark Supreme Court decision Brown v. Board of Education. Until 1946, Latino students were expected to attend separate “Mexican schools” based on factors like their complexion and last name. In 1946, Mexican Americans in Orange County, California won a class action lawsuit to dismantle the segregated school system. The plaintiffs in Mendez v. Westminster argued that the students were segregated into separate schools based solely on their national origin in violation of the Fourteenth Amendment of the U.S. Constitution. The NAACP’s Thurgood Marshall saw Mendez as a pathway to ending “separate but equal” once and for all and used similar reasoning when he argued the Brown v. Board of Education before the Supreme Court.
13. TLC’s Office of Inclusion will be participating in the NYC Disability Pride Parade (DPPNYC), on Sunday, October 22, 2023. This year’s parade theme is “Disability Pride means: Nothing About Us Without Us!” which highlights DPPNYC’s commitment to the full inclusion of people with disabilities. Join us as we walk together as a group to celebrate disability pride and represent the Autistic community. All volunteers will receive a TLC T-shirt to wear during the parade.
14. In recognition of Breast Cancer Awareness Month, employees were encouraged to participate in “Pink Tober” to Embrace the Power of Pink: Unite for Hope, Courage, and Strength. Employees at each location were provided with a day of the week, between October 23-27, 2023, to wear pink, bring pink snacks for the pink table to honor those who have been lost to breast cancer, celebrate the survivors and stand with the fighters.
15. In November in recognition of Native American Heritage Month, the below announcement was sent pertaining to an event.
 - a. The Office of Inclusion is excited to invite you to an enriching cultural experience that promises to be both educational and inspiring as we celebrate Native American Heritage Month. Please join us for a captivating tour of the National Museum of the American Indian, where we will delve into the rich history, diverse cultures, and incredible artistry of Native American people. At our core, we believe in fostering a deeper understanding of the world around us and celebrating the diverse heritage that makes our country so unique. The event was scheduled for Wednesday, November 1, 2023.
16. In recognition of Veterans Day, we sent an email explaining the significance of the day and information about the Veteran’s Day event. The email included the below information:

- a. It is a U.S. legal holiday dedicated to American veterans of all wars. In 1918, on the 11th hour of the 11th day of the 11th month, an armistice, or temporary cessation of hostilities, was declared between the Allied nations and Germany in World War I, then known as “the Great War.” November 11th became a federal holiday in the United States in 1938, and it was known as Armistice Day. In the aftermath of World War II and the Korean War, Armistice Day became known as Veterans Day.

On Tuesday, November 14, 2023, 2:00-3:00pm, the Office of Inclusion is hosting an event in recognition of two veterans, consisting of a panel discussion wherein they will discuss their military service and how they were able to transition into their current roles.

17. On December 4, 2023, an email was sent to staff about Secret Snowflake which is the Mayor’s Office’s annual donation drive which mobilizes corporate and mayoral volunteers to provide toys and necessities to youth in-need for the winter season.
18. An announcement pertaining to the 16 Days of Activism Against Gender-Based Violence campaign. The announcement included a summary of the campaign, a link to Mayor Adams’ message, link for resources and information about the December 6 panel discussion, “Addressing Violence Against the Trans and Gender Expansive Community.”
19. Human Rights Day is observed annually on December 10th. It commemorates the day on which the United Nations General Assembly adopted the Universal Declaration of Human Rights in 1948. The declaration outlines fundamental human rights to be universally protected, regardless of race, religion, nationality, gender, or other distinctions.
20. Employees were notified of the addition of height and weight discrimination to the NYC Human Rights Law. The announcement included the effective date, a description, and examples of what can constitute a violation of this new protected category.
21. An announcement for the agency sponsored toy drive that was going to benefit children in Harlem Community School District 5, CEC 5 and Community Boards 9 and 10.
22. An announcement in recognition of Korean American Day which was January 13th.
23. An announcement in recognition of Martin Luther King Day
24. In February, an announcement in recognition of Black History Month. Additionally, provided information about the Montgomery Bus Boycott and the pivotal role that Black owned cabs and played in transporting African Americans who participated in the boycott.

25. An announcement acknowledging the Lunar New Year on February 10, 2024, which included information about the Chinese zodiac signs and the traditional celebrations. Two employees who are of Chinese heritage and the Commissioner who is from Vietnam, were highlighted in the agency's Diversity Newsletter.
26. An announcement related to the American Heart Association's Go Red for Women campaign which addressed the impact of cardiovascular diseases have on women.
27. An announcement related to the agency's book club which was going to read and discuss Trevor Noah's Born a Crime which was related to the Black History Month theme "African Americans in the Arts."
28. In March, an announcement in recognition of Women's History Month, Developmental disabilities awareness month and Ramadan.
29. On March 29, 2024, the agency's book club will watch and discuss the movie "On the Basis of Sex."
30. On March 27th, an announcement highlighting an employee whose artwork was selected and displayed by NYC WorkWell's Art is Life Gallery Exhibit. The theme for the art was "Building Understanding."
31. An announcement was made in recognition of World Autism Awareness Day April 2, 2024.
32. An announcement was made in recognition of National Deaf History Month, observed from March 13 to April 15, 2024.
33. An announcement was made in recognition of Earth Day on April 22, 2024.
34. An announcement was made in recognition of Arab American Heritage Month, observed during April 2024.
35. An announcement was made in recognition of Mother's Day on May 12, 2024.
36. An announcement was made in recognition of Asian Pacific American Heritage Month, observed during May 2024.
37. An announcement was made in recognition of Haitian Heritage Month, observed during May 2024.
38. An announcement was made in recognition of Mental Health Awareness Month, observed during May 2024.
39. An announcement was made in recognition of Jewish American Heritage Month, observed during May 2024.
40. An announcement was made in recognition of Memorial Day on May 27, 2024.

41. An announcement was made in recognition of Older Americans Month, observed during May 2024.
42. Information was provided about Global Accessibility Day, May 16th. Tips were provided related to digital access, inclusion and how to ensure documents, including websites, are accessible for people who have a disability.

Events:

1. On July 28, 2023, in recognition of Disability Pride Month, TLC's book club, "Licensed to Read" discussed "Disability Visibility: First-Person Stories from the Twenty-First Century" edited by Alice Wong. This book is a collection of essays that provides a "glimpse of the vast richness and complexity of the disabled experience, highlighting the passions, talents, and everyday lives of this community."
2. On September 19th, at 1pm – 2pm, in recognition of Hispanic Heritage Month, the Office of Inclusion conducted a virtual event which included a discussion of the documentary about the Mendez v. Westminster case. Mendez was the springboard for the landmark school desegregation case, Brown v. Board of Education. Attendees watched the Emmy-winning documentary "Mendez v. Westminster: For All the Children" which tells the little-known story of how California became the first state to end school segregation and paved the way to the landmark Supreme Court decision Brown v. Board of Education. Afterwards we discussed the documentary.
3. On September 22, 2023, staff from TLC's Office of Inclusion attended a screening of the film "The Shattered Mind." In recognition of Deaf Awareness Month. The event was sponsored by the NYC Mayor's Office for People with Disabilities, the NYC Mayor's Office of Media and Entertainment and the NYC Department of Cultural Affairs. The film features a Black Deaf Family struggling to piece together the history of hearing loss. The film was written, directed, and produced by a Black Deaf filmmaker. After the film screening, attendees engaged in a Q & A with the filmmaker.
4. TLC was an Exhibitor at the 2023 Citywide MWBE Procurement Fair that was held on October 2, 2023.
5. On October 22, 2023, employees participated in the Disability Pride Parade. This year's parade theme was "Disability Pride means: Nothing About Us Without Us!" which highlights DPPNYC's commitment to the full inclusion of people with disabilities.
6. On October 25, 2023, OOI staff attended and represented the agency at the White Cane Awards held at Gracie Mansion. The White Cane Awards celebrates and acknowledges those in our community who use white canes to "navigate a world that is sometimes not designed with their needs in mind."
7. On November 1, 2023, employees visited the Museum of the American Indian, in recognition of Native American Heritage Month. Ten employees joined the staff from the

Office of Inclusion on a captivating tour of the National Museum of the American Indian. Attendees were able to delve into the rich history, diverse cultures, and incredible artistry of Native American people. At the museum, we learned that Manhattan's original residents were the Lenape and it was originally named "Manahatta" meaning "place for gather wood to make bows." And just like today, everything was available in "Manahatta"—forests filled with fruit, nuts, and animals, trees for making canoes, tools and homes, waterways teeming with fish, and easy access for trade with other Native peoples.

8. On Tuesday, November 14, 2023, the Office of Inclusion hosted a virtual event in recognition of Veterans Day. Two agency employees were panelists who shared their military experience. They each served in the Army: One was a Chemical Operations Specialist who was responsible for operating, maintaining & supervising the use of nuclear, biological, and chemical detection and decontamination equipment. The other employee was a Corporal, and was an Infantry Soldier, who served in the field, working to defend our country against any threats on the ground. He engaged in reconnaissance, intelligence, and was an anti-armor specialist. They also discussed transitioning into civilian life and into their current roles with TLC.
9. On November 17, 2023 - Breaking Bread, Building Bonds: TLC Commissioner, Senior Staff, Office of Inclusion and Office of External Affairs engaged with at Queens Borough Hall to meet with drivers and passengers to discuss concerns and issues.
10. On Monday, December 3, 2023, OOI represented the agency at the Mount Sinai Spinal Cord Injury Center's (SCI) 3rd Annual Spinal Cord Injury Research Fair at Mount Sinai Hospital. The fair offered cutting-edge spinal cord injury research, ongoing studies, and supportive community groups working on latest advancements for SCI. Accessible Dispatch and TLC shared information on WAVs and related programs, with doctors, nurses, vendors, other attendees, and the disability community.
11. On February 29, 2024, the Office of Inclusion and the agency's Fun Committee collaborated on a potluck and employees played Black History Trivia.
12. On March 1st, the agency's book club "Licensed to Read" read and discussed Trevor Noah's *Born a Crime* which was related to the Black History Month theme "African Americans in the Arts." Trevor Noah is a South African comedian, writer, producer, political commentator, actor, and television host. He was the host of *The Daily Show* from 2015 to 2022, won various awards, including two Primetime Emmy Awards, has been named one of "The 35 Most Powerful People in New York Media" and in 2023, he won the Erasmus Prize. In *Born a Crime*, Mr. Noah traces his unlikely path from apartheid South Africa to the desk of *The Daily Show* and how his birth was a criminal act because his parent's union was punishable by five years in prison.
13. On March 29, 2024, the agency's book club met to discuss "On the Basis of Sex." This film is a docudrama focusing on the young adult life of US Supreme Court Justice Ruth Bader Ginsburg when she was a law professor at Rutgers University,

teaching sex discrimination in the law and how she advocated to change laws that legally treated women differently.

14. In May, employees held a cultural potluck in recognition of Caribbean, Haitian, Jewish, AAPI, and Arab American Heritage Months. At one location staff dressed in traditional costumes worn during parades. At a different location, staff played cultural trivia games while they enjoyed an array of food from different cultures.
15. On May 30, 2024, in recognition of Asian American Pacific Islander (AAPI) Heritage Month, we held a virtual discussion with United States Circuit Judge for the Second Circuit, Denny Chin. The theme for AAPI this year was "Advancing Equity, Empowering Communities." This theme serves as a reminder of the ongoing journey towards justice, equality, and empowerment for all members of the AAPI community. Prior to his judicial career, Judge Chin provided extensive pro bono representation to the Asian American Legal Defense and Education Fund, has served on the boards of numerous non-profit organizations, including Hartley House, Care for the Homeless, and the Prospect Park Environmental Center. He has also been a member of the advisory boards of the Feerick Center for Social Justice and the Center on Law and Information Policy at Fordham Law School. Judge Chin has also been recognized for creating and presenting a series of reenactments of historic cases involving Asian American litigants. He has also presided over two sessions of the Southern District of New York's RISE (Reentry through Intensive Supervision and Employment) Court, a program to help individuals with convictions reenter society after completing their prison terms.
16. On June 30, 2024, the agency participated in the Annual New York City Pride March in commemoration of LGBTQ+ Pride.

III. Workforce Review and Analysis

Please provide the total agency headcount as of 6/30/2024

Total Headcount: 457

[This figure is available on the total line for your agency in the FY 2024 Q4 EBEPR210 CEEDS report]

[Pursuant to Local Law 27 (2023), provide an analysis of your agency's compensation data and measures to address pay disparity and occupational segregation in FY 2024.

The term "occupational segregation" means a group's under-representation or over-representation in certain jobs or fields of work, when such group is protected by the employment related provisions of the city's human rights law and such group does not benefit from greater pay, responsibility, flexibility, stability, prestige, or other indicators of job desirability.

1. [While DCAS will engage an external vendor to conduct a pay equity analysis of the city government workforce, agencies must conduct their own analysis of compensation

practices and measures to address pay disparity and occupational segregation with regard to the various titles they use.

- Describe your agency's analysis of compensation data, including conformity with collective bargaining agreements and Mayor's Personnel Orders (MPO).
- Also describe possible indicators of occupational segregation such as significant over- or under-utilization of certain ethnic or gender categories in major Job Groups.
- If such analysis was conducted in previous years, describe actions undertaken to reduce occupational segregation.]

The report is attached to this plan. An analysis of the compensation data did not find any disparity.

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

In FY 2025, the agency will remind and encourage its employees to update self-ID information regarding race/ethnicity, gender, and veteran status through any of the following means:

- ☒ NYCAPS Employee Self Service (by email; strongly recommended every year)
- ☐ Agency's intranet site
- ☒ On-boarding of new employees
- ☒ Employees unable to complete the self-identification form using ESS will be provided an opportunity to submit paper form to the EEO Office.
- ☒ In FY 2025, the agency will inform and remind employees of the option to add preferred name in ESS.

Below please provide the number of employees in your agency whose demographic information is unknown (these numbers are available on the total line of CEEDS report EBEPR210).

Unknown Race/Ethnicity 19 Unknown Gender 1 Unknown Both 1

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

- ☒ The agency conducts regular reviews of the CEEDS workforce reports, and the summary dashboard sent to the EEO Officer by DCAS' Citywide Equity and Inclusion (CEI) to provide demographic data and trends. The review includes an analysis of

workforce composition by job title, job group, race/ethnicity, and gender for all employees; new hires, promotions, and separation data; and utilization analysis.

[Select the options that apply to your agency.]

Agency Head

☒ Quarterly ☐ Semi-Annually ☐ Annually ☐ Other _____

Human Resources

☒ Quarterly ☐ Semi-Annually ☐ Annually ☐ Other _____

General Counsel

☒ Quarterly ☐ Semi-Annually ☐ Annually ☐ Other _____

Other (____specify)

☐ Quarterly ☐ Semi-Annually ☐ Annually ☐ Other _____

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

IV. EEO, Diversity, Inclusion, and Equity Initiatives for FY 2025

[State below the goals of your strategy for FY 2025 and programs focused on promoting equity, increasing diversity, assuring equal employment opportunity, and enhancing the value of inclusion at your agency. Categorize your goals according to the strategic area targeted.]

A. WORKFORCE

State your Agency's general goals and strategies to enhance DEI and EEO aimed to enhance your agency workforce.

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

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

Goal: Provide equitable access to professional development opportunities that empower employees to grow, advance, and contribute meaningfully to the organization, which will increase retention.

Planned Programs, Initiatives, Actions aimed at Workforce:

[Describe how your agency will address underutilization in FY 2025. Please mention here major job groups experiencing underutilization of women and minorities in your agency, and how your agency plans to address the underutilization. This should also include details of how the quarterly reports and dashboards will be used, partnership with the human resources office, initiatives around targeted recruitment, professional development for existing employees, and focus on civil service exams.]

[Also describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. Pay attention to age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums.]

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

Expand Access to Training: Ensure that training and development opportunities are equally available to all employees

Develop and Implement Cross-Departmental Learning such as mentorship program and peer learning groups to promote knowledge sharing and diverse skill development across the organization.

The agency has underutilization of women in the officer roles. EEO in partnership with the deputy commissioner of uniformed services bureau will develop targeted recruitment for women in these roles.

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

B. WORKPLACE

State your Agency's general goals and strategies to enhance DEI and EEO aimed to enhance your agency workplace and cultural environment.

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

- **Goal:** Ensure that employees from diverse backgrounds feel valued and supported in their careers by developing DEI related and activities, programs, and professional development courses.
- **Metric:** 50% of employees attend at least one DEI-focused activity during FY25.

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

Planned Programs, Initiatives, Actions aimed at Workplace:

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

[Also describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. Pay attention to age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums.]

- Organize activities, develop, and implement programming and lunch-and-learns to engage employees in dialogue about different cultural topics.
- Celebrate diversity by recognizing various cultural events, observances, and heritage months through internal communications and activities.
- Provide DEI training for employees, with a focus on unconscious bias, cultural competence, and inclusive leadership.
- Create employee resource groups

[Please select below the options that apply to your agency.]

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

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

- ☒ Agency does not presently have any ERGs.
- ☐ Agency will create a Diversity Council to leverage equity and inclusion programs
- ☐ Agency Diversity Council is in existence and active
- ☒ Agency will sponsor focus groups, Town Halls and learning events on race, equity, and inclusion
- ☒ Agency will inform employees of their rights and protections under the New York City EEO Policy
- ☒ Agency will ensure that its workplaces post anti-hate or anti-discrimination posters

C. COMMUNITY and EQUITY, INCLUSION and RACE RELATIONS

State your Agency's general goals and strategies to enhance DEI and EEO in areas of Community and Race Relations.

[Community goals should be directed at the external environment of your agency, that is the public, communities, organizations, and other entities served by your agency.]

Goal: Research and pilot additional ways of ensuring TLC-licensed services are available to all communities, especially communities of color and low-income communities by conducting outreach and developing partnerships with community organizations, local leaders, and residents in underserved neighborhoods to understand specific transportation needs and challenges with a goal to engage with a minimum of 20 organizations and/or community groups.

Planned Programs, Initiatives, Actions aimed at Community, Equity and Race Relations:

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

[Also describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. Pay attention to age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums.]

- Examine Taxi and FHV service availability and demand across the city, and create publicly accessible data visualizations of TLC-licensed trips by geographic areas of the city
- Conduct outreach and develop partnerships with community organizations, local leaders, and residents in underserved neighborhoods to understand specific transportation needs and challenges

a. Metric:

- Number of community-based organizations with whom the agency engaged during FY25

[Please select below the options that apply to your agency.]

In FY 2025, the agency will:

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

V. Recruitment

A. Recruitment Efforts

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

NOTE: This section must be prepared jointly by Agency DEI-EEO and HR.

B. Recruitment for Civil Service Exams

[Summary of recruitment efforts that will be undertaken in FY 2025 to promote open competitive and promotion civil service exams.]

The agency will participate in relevant hiring halls sponsored by DCAS. At this time, the agency does not have any planned recruitment events, however it is anticipated that we will attend hiring halls, law school fairs and community resource fairs.

List any planned recruitment events for FY 2025 that will be held by the agency to promote open-competitive civil service examinations. [This list should be updated in your quarterly reports]

Event Date	Event Name	Borough

List planned expenditures for FY 2025 related to recruiting candidates for open-competitive and promotion civil service exams.

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

Other (include online)	
------------------------------	--

C. Recruitment Sources

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

1. Law schools
2. Legal recruitment events
3. Hiring halls
- 4.
- 5.
- 6.

D. Internships/Fellowships

[Indicate the type of internship/fellowship opportunities available at your agency. Please provide the number of student interns/fellows employed in FY 2024 and their demographic profiles, based on self-ID data. Indicate your plans to provide internship/fellowship opportunities in FY 2025. What are the sources you plan to draw upon in recruiting and hiring interns? Are you providing opportunities for interns to advance to entry-level positions in your agency? Did the agency hire interns in the past? Explain the reason if your agency does not offer internship /fellowship opportunities.]

The agency provided the following internship opportunities in FY 2024:

Type of Internship\Fellowshi p	Total	Race/Ethnicit y *[#s] * Use self-ID data	Gender * [#s] * Use self-ID data
1. Urban Fellows			M __ F__ Non-Binary __ Other __ Unknown __

2. Public Service Corps			M __ F__ Non-Binary __ Other __ Unknown __
3. Summer College Interns			M __ F__ Non-Binary __ Other __ Unknown __
4. Summer Graduate Interns			M __ F__ Non-Binary __ Other __ Unknown __
5. Civil Service Pathways Fellows			M __ F__ Non-Binary __ Other __ Unknown
6. Other (specify): Legal interns	8	1 AAPI; 4 White; 3 Two or more races	M _4_ F_4_ Non-Binary __ Other __ Unknown __
7. Other Summer youth	2	2 AAPI	2 Female
8. Other: College Aides	5	2 Black; 2 AAPI; 1 White	2 Male, 2 Female

E. 55-a Program

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

- Presently, the agency employs **2** 55-a participants. [Enter '0' if none]
- There are **2** participants who have been in the program less than 2 years.
- In the last fiscal year, a total of **1** new application for the program was received and **0** participants left the program due to [state reasons] _____.

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

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

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

VI. Selection (Hiring and Promotion)

NOTE: This section must be prepared jointly by Agency HR and DEI-EEO. HR must describe the activities and plans of Agency Career Counselors in A) below. EEO must respond to questions in C) below.

A. Career Counselors

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

The Career Counselor will advise employees of opportunities for promotion and career development and notify employees of promotion/transfer opportunities.

B. New Hires and Promotions

[Describe planned actions to review and assess the current new hire and promotional procedures for selection, especially for mid- and high-level discretionary positions. Actions may include monitoring the representativeness and fairness of the selection and appointment process, vacancy posting protocols, training of hiring managers, procedures for interviewing applicants, the role of the EEO Officer in the selection and promotion actions, the use of the NYCAPS Applicant Interview Log Report, and efforts to identify and eliminate structural barriers to employment.]

C. EEO Role in Hiring and Selection Process

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

In FY 2025, the agency EEO Officer will do the following:

- ☒ Ensure that all vacancy announcements include the revised NYC EEO Anti-Discrimination Statement.
- ☒ Review vacancy postings to ensure elimination of language that has the potential for gender and age stereotyping and other unlawful discrimination. (It is recommended to use gender-neutral terms and pronouns and language that is age-inclusive).
- ☒ Actively monitor agency job postings and ensure recruitment strategy aligns with the diversity goals of the agency.
- ☒ Provide consultation regarding creation/review of objective criteria for evaluating candidates for hire or promotion and applying those criteria consistently to all candidates.

- ☐ In collaboration with the Director of Human Resources, review interview questions to ensure that they are EEO-compliant, job-related, and required by business necessity.
- ☒ Assist the hiring manager if a reasonable accommodation is requested for an interview.
- ☐ Advise Human Resources to use candidate evaluation form for uniform assessment and equity.
- ☐ Periodically review candidate evaluation forms and conduct a job applicant analysis via the NYCAPS eHire Applicant Interview Log and/or SmartRecruiter reports to advise Human Resources of any demographic trends and/or EEO concerns based on available self-ID data.
- ☐ Review hiring package to evaluate that the selection process was conducted in accordance with EEO best practices.
- ☐ Other: _____

D. Layoffs

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

- ☒ The agency will use the DCAS Layoff Procedure as guidance, should there be any layoffs, terminations, and demotions due to legitimate business/operational reasons in FY 2025.
- ☒ The agency will analyze the impact of layoffs or terminations on racial, ethnic, gender, age groups, and people with disabilities.
- ☒ Where layoffs or terminations would have a disproportionate impact on any of these groups, the agency will document that the targeted titles or programs were selected based on objective criteria and justified by business necessity.
- ☒ The Agency Personnel Officer, EEO Officer and General Counsel will be involved in making layoff or termination decisions. It should be noted that layoffs must be conducted by seniority in compliance with civil service law (for competitive titles) and union contract (for non-competitive and labor class titles).

VII. Training

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

Training Topic	Type of Audience (e.g., All Staff, Front-line Employees, Managers, Supervisors, etc.)	Goal Number of Participants	Projected Dates
1. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (e-learning)	All employees – Biennially (Cycle 2 must be completed by March 31, 2025.)	430	March 31, 2025
2. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (classroom/live webinar)	All employees – Biennially (Cycle 2 must be completed by March 31, 2025.)		
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 7 runs between September 1, 2024 – August 31, 2025)	430	August 31, 2025
4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually (Cycle 7 runs between September 1, 2024 – August 31, 2025)		
5. lgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2026) All other employees	430	June 30, 2025
6. lgbTq – Power of Inclusion (classroom/live webinar)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2026) All other employees		
7. Disability Awareness and Etiquette		100	June 30, 2025
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)			
9. Other (specify)			
10. Other (specify)			

VIII. Reasonable Accommodation

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

- ☒ Managers, supervisors, human resources personnel and discipline personnel are required to report to the EEO Office any reasonable accommodation requests and needs that are received, observed, learned about, or suspected, so that the EEO Office may facilitate discussions, research appropriate accommodations, and assist with the resolution of the matter.
- ☒ Absent of any undue hardship, the agency provides reasonable accommodation for disability, religion, victims of domestic violence, sex offense and stalking, pregnancy, childbirth, or a related medical condition.
- ☒ The agency follows the City's Reasonable Accommodation Procedure.
- ☒ The agency implemented the modifications of Reasonable Accommodation Procedure announced in May 2024.
- ☒ The agency initiates the cooperative dialogue within 10 days from the request for Reasonable Accommodation.
- ☒ The agency grants or denies request within 15 days after from the conclusion of cooperative dialogue.
- ☒ When necessary, in certain time-sensitive circumstances the agency conducts and expedited review and grants or denies request in less than 15 days.
- ☒ The Agency Head or designee must review and grant or deny an appeal fifteen (15) days after submission of appeal.
- ☐ If the review and decision on appeal is not done by the Agency Head.
Provide the name and title of the designee¹ : _____
 - ☐ The designee reports directly to the Agency Head.
- ☒ The agency will input the Reasonable Accommodation activity on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database and update the information as needed.

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

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

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

- ☒ The agency plans to train all new employees on Sexual Harassment Prevention within 30 days of start date.
- ☒ The agency will train all current employees on Sexual Harassment Prevention (Cycle 7 – September 1, 2024 – August 31, 2025) as indicated in the Section VII Training above.

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

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

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

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

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

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

[Local Law 27 requires listing a summary of schedule and workplace accommodations that are provided by your agency]. Select the types of accommodations that your agency has provided to your workforce in FY 2024.

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

E. Local Law 27 (2023): Diversity and Inclusion Training for FY 2025

- ☒ List of diversity and inclusion training for FY 2025 is included in section VII of this annual plan.

F. Local Law 27 (2023): Workforce Information Report for FY 2024

- ☒ The agency will submit the mandated annual report with workforce information to the Mayor, the Speaker of the Council, the Department of Citywide Administrative Services, and the Equal Employment Practices Commission by September 30, 2024.

G. Local Law 28 of (2023): Diverse Recruitment and Retention in City Government

Under LL 28 (2023), agencies must provide information about agency-specific training programs that are required for, or relevant to, an applicant's appointment to a position based on an open-competitive or promotional civil service examination. Additionally, agencies must provide information on expenditures related to recruiting candidates for open competitive and promotional civil service examinations, a list of recruiting events to promote open-competitive civil service examination and a list of any preparatory materials developed for applicants or potential applicants for open-competitive and promotional civil service examinations.

- ☐ The agency submitted all information required by LL 28 for FY 2024 using the form and templates provided.

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

Under Executive Order No. 16 of 2016, the agency must provide supervisory and front-line staff training approved by DCAS on transgender diversity and inclusion. Pursuant to Executive Order No. 16, this training must be provided to all newly hired supervisory and managerial employees and line staff whose work tasks involve contact with the public. The current Cycle 5 runs from April 1, 2024, to March 31, 2026.

- ☒ The agency plans to train all new employees within 30 days of start date.

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

X. Audits and Corrective Measures

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

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

XI. Agency Head Signature

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

David Do

Print Name of Agency Head



Signature of Agency Head

05-29-2025

Date

Appendix A: Contact Information for Agency EEO Personnel and Career Counselors *

Agency EEO Office mailing address:

33 Beaver Street, 22nd Floor
New York, NY 10004

[Please provide contact information (name, title, e-mail, telephone number and **full office address** if different from the main address above, for the following EEO and HR roles at your agency. If several roles are performed by the same individual enter only the name in further entries. Insert additional rows as needed. **NOTE:** Include staff performing any of EEO or HR-related roles in this listing even if they work in another part of the agency and not in the Office of DEI-EEO.]

*To prevent potential conflicts, the Career Counselor should not be within the EEO Office]

	Title/Function	Name	Email	Telephone
1.	Agency EEO Officer [indicate if 'Acting' or 'Interim']	Elsa Hampton	hamptonel@tlc.nyc.gov	212-676-1150
2.	Agency Deputy EEO Officer [if appointed]			
3.	Agency (Chief) Diversity & Inclusion Officer [if appointed]	Elsa Hampton	hamptonel@tlc.nyc.gov	212-676-1150
4.	Chief Diversity Officer/Chief MWBE Officer per E.O. 59			
5.	ADA Coordinator	Yesenia Torres	Torresye@tlc.nyc.gov	212-676-1161
6.	Disability Rights Coordinator	Yesenia Torres	Torresye@tlc.nyc.gov	212-676-1161
7.	Disability Services Facilitator	Yesenia Torres	Torresye@tlc.nyc.gov	212-676-1161
8.	55-a Coordinator			
9.	EEO Investigator(s)			

10.	EEO Counselor(s)			
11.	EEO Training Liaison(s)			
12.	Career Counselor(s)	Olga Schulman	Schulman0@tlc.nyc.gov	212-676-1083
13.	Other (specify)			