

MTA BUS Company
Diversity and Equal Opportunity

EEO Report – 2nd Quarter 2023

September 18, 2023



EEO 2nd Quarter Executive Summary

□ EEO

As of **June 30, 2023**, MTA BUS's workforce consisted of **3,809** employees of which **females** represented **13% (493)**, **minorities** represented **85% (3,245)**, **veterans** represented **2% (71)** and employees identifying as a **person with a disability** represented **1% (23)** of the total workforce.

In comparison with the 2nd **Quarter 2022** (2Q22):

- **MTA BUS's** 2nd Quarter 2023 workforce **increased** by **36** employees.
- **Female** representation **remained constant** with a net change of **14** employees.
- **Minority** representation **increased** by **one percentage point** with a **net change** of **84** employees.
- There were **15** employees **hired** who self-identified as a **veteran** and **16** employees **separated** that self-identified as a **veteran**.
- MTA BUS handled* a total of 26 EEO complaints; of which 11 were internal and 15 were external (including lawsuits). During 2023, MTA BUS received a total of 7 EEO complaints; of which 4 was internal and 3 were external.
- MTA BUS handled 23 Title VI complaints and 0 Title VI lawsuits.

* **Complaints handled include incoming 2023 cases and cases that carried over from the prior years.**



EEO 2nd Quarter Executive Summary Cont.

- **D&I in Motion – All Agency Employee Resource Groups Quarterly Highlights** - Employee Resource Groups (ERGs) are important pillars of the MTA and contribute to a culture of inclusion and belonging while making a positive impact on the MTA. Ultimately all initiatives and programs should serve and champion members, maximize available resources, align with the MTA strategic priorities as well as the ERG goals and objectives. **This quarter we focused on the MTA Strategic Priority “Revive Talent and Culture” with a particular focus on retention. Following are a few of the training and initiatives to support this priority:**
 - **Latinos & Friends, Shadow Day Initiative - April –June 2023**

Latino’s & Friends launched a job shadowing initiative supported by their Executive Sponsors Lisette Camillo and Demetrius Crichlow. The initiative provided employees with a window into career options in the workplace, which is important for employee engagement, career advancement and retention. Latinos & Friends hosted this initiative in direct response to their members requests for engagement in promotional opportunities.
 - **Employee Resource Group Leader Training - July 18, 2023**

Employee Resource Groups are integral to the MTA and help foster a diverse and inclusive workplace aligned with our values and strategic priorities. The ERG Leadership Training centered on developing strong leaders. We covered leadership skills for being a responsive leader, alignment of the mission, vision and purpose of the respective ERGs with the MTA Strategic Priorities as well as tools to measure the success of each ERG.
 - **Employee Resource Group All Member Meeting Workshop - August 3, 2023**

We continued our Personal Best: New Year, New You theme for 2023 focused on Emotional Intelligence (E.I.). The workshop covered The Importance of Emotional Intelligence, and best practices for elevating E.I. All member meetings allow colleagues of the nine ERGs to network, collaborate, connect, and share which aids in creating inclusivity and increases employees sense of belonging.



EEO 2nd Quarter Executive Summary Cont.

□ D&I in Motion – All Agency Employee Resource Groups Quarterly Highlights – Hispanic Heritage Month September 15 – October 15

September 15 Como Yo - Fun and exciting free 4-week program for MTA colleagues to connect, learn, and practice conversational Spanish. Learning conversational Spanish allows employees to gain an appreciation for Spanish culture and allows them to better communicate with Spanish-speaking colleagues and customers.

September 21 Cafecito Chat with Demetrius Crichlow (virtual) - An invitation to have coffee and to welcome or get to know a person in the Hispanic community is referred to as a Cafecito chat. Latinos & Friends invited Demetrius Crichlow, SVP Subways- NYCT, to a Cafecito chat (an interview) to allow MTA employees to learn about his executive role, heritage and to obtain professional insight.

September 28 Cafecito Chat with Hugo Pizarro (virtual) - An invitation to have coffee and to welcome or get to know a person in the Hispanic community is referred to as a Cafecito chat. Latinos & Friends invited Hugo Pizarro, Chief People Officer to a Cafecito chat (an interview) to allow MTA employees to learn about his executive role, heritage and to obtain professional insight.

October 6 Discover your History by Latinos and Friends (virtual) -

This workshop will allow employees to acquire the knowledge and tools to conduct family history research. The session will focus on descendants from the Caribbean, Central, South and North America.



EEO 2nd Quarter Executive Summary Con't.

□ EEO

MTA BUS conducted a utilization analysis of females and minorities in its workforce. The utilization analysis consists of comparing MTA BUS's **June 30, 2023**, workforce percentages for females and minorities to the estimated availability of the females and minorities available within the relevant labor market.

Based on the **utilization analysis**, MTA BUS's 2023 workforce **estimated availability** targets are:

EEO4 Category	Minorities	Females	Black	Hispanic	Asian	Am Ind/Al Nat	NHOPI	2 Races
Officials & Administrators	67.9%	11.4%	37.9%	19.7%	6.5%	0.3%	0.1%	3.5%
Professionals	53.2%	34.7%	13.8%	15.0%	19.2%	0.0%	0.0%	5.3%
Technicians	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Protective Services	10.2%	11.9%	3.1%	5.9%	0.6%	0.0%	0.0%	0.5%
Paraprofessionals	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Administrative Support	74.7%	69.3%	42.7%	16.0%	10.7%	0.0%	0.0%	5.3%
Skilled Craft	60.6%	5.7%	25.8%	22.2%	8.5%	0.2%	0.1%	3.6%
Service Maintenance	67.9%	18.6%	35.3%	25.0%	5.8%	0.1%	0.0%	1.7%



EEO 2nd Quarter Executive Summary Cont.

Based on the MTA BUS utilization analysis*, the underrepresentation for females and minorities occurred in the following EEO categories:

All Females:

- Officials & Administrators – Hispanics
- Professionals – Whites
- Skilled Craft – Blacks, Hispanics and Whites
- Service Maintenance – Hispanics and Whites

Minority Males:

- Officials and Administrators – Blacks and Hispanics
- Skilled Craft – Hispanics

*The utilization analysis compares the percentages of females and minorities employed in each job group to 80 percent of the females and minorities available within the relevant labor market.



EEO 2nd Quarter Executive Summary Cont.

- ❑ MTA BUS's action strategy to address areas of underutilization:
 - ❑ **Forecast Future Opportunities**
 - ❑ Identify specific job titles within underutilized EEO categories
 - ❑ Meet with the People Department to gather historical data and determine windows of opportunities for future hiring
 - ❑ **Departmental Engagement**
 - ❑ Meet with Department Heads to discuss specific areas of underutilization
 - ❑ Create customized strategies for job titles identified
 - ❑ **Focus on Underutilized Categories**
 - ❑ Predominate areas of underutilization for females is in the Skilled Craft and Service Maintenance categories. Equipment Maintainer and Bus Operators job titles were identified as areas of greatest opportunities.
 - ❑ Predominate areas of underutilization for minority males were in the Officials & Administrators and Skilled Craft categories. Directors and Equipment Maintainer job titles were identified as areas of greatest opportunities.
 - ❑ During the next 6 months, relevant stakeholders will meet to develop a plan specifically focused on the job titles within the underutilized categories.



MTA BUS Company
Diversity and Equal Opportunity

Workforce

as of June 30, 2023



Definitions of EEO Job Categories

- ❑ **Officials & Administrators** - Occupations in which employees set broad policies, exercise overall responsibility for execution of these policies, or direct individual departments or special phases of the agency's operations, or provide specialized consultation on a regional, district or area basis.
- ❑ **Professionals** - Occupations which require specialized and theoretical knowledge which is usually acquired through college training or through work experience and other training which provides comparable knowledge.
- ❑ **Technicians** - Occupations which require a combination of basic scientific or technical knowledge and manual skill which can be obtained through specialized post-secondary school education or through equivalent on-the-job training.
- ❑ **Protective Services** - Occupations in which workers are entrusted with public safety, security and protection from destructive forces.
- ❑ **Paraprofessionals** - Occupations in which workers perform some of the duties of a professional or technician in a supportive role, which usually require less formal training and/or experience normally required for professional or technical status.
- ❑ **Administrative Support** - Occupations in which workers are responsible for internal and external communication, recording and retrieval of data and/or information and other paperwork required in an office.
- ❑ **Skilled Craft** - Occupations in which workers perform jobs which require special manual skill and a thorough and comprehensive knowledge of the process involved in the work which is acquired through on-the-job training and experience or through apprenticeship or other formal training programs.
- ❑ **Service Maintenance** - Occupations in which workers perform duties which result in or contribute to the comfort, convenience, hygiene or safety of the general public or which contribute to the upkeep and care of buildings, facilities or grounds of public property.

MTA BUS Workforce

The table below is a snapshot of MTA BUS's workforce by race/ethnicity, gender and veterans as of **June 30, 2023**.

JOB CATEGORY	TOTAL		Minorities		WHITES		BLACKS		HISPANICS		ASIANS		AI/AN*		NHOPI**		2+ RACES		VETERANS		PWD***	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Officials & Administrators	172		113	66%	59	34%	46	27%	29	17%	21	12%	0	0%	0	0%	17	10%	12	7%	9	5%
	F 36	21%	30	17%	6	3%	18	10%	3	2%	4	2%	0	0%	0	0%	5	3%	0	0%	1	1%
M 136	79%	83	48%	53	31%	28	16%	26	15%	17	10%	0	0%	0	0%	12	7%	12	7%	8	5%	
Professionals	87		66	76%	21	24%	22	25%	18	21%	19	22%	0	0%	0	0%	7	8%	4	5%	3	3%
	F 29	33%	25	29%	4	5%	8	9%	10	11%	4	5%	0	0%	0	0%	3	3%	2	2%	3	3%
M 58	67%	41	47%	17	20%	14	16%	8	9%	15	17%	0	0%	0	0%	4	5%	2	2%	0	0%	
Technicians	0		0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	F 0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
M 0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Protective Services	4		3	75%	1	25%	2	50%	1	25%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	F 1	25%	0	0%	1	25%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
M 3	75%	3	75%	0	0%	2	50%	1	25%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Paraprofessionals	0		0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	F 0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
M 0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Administrative Support	14		13	93%	1	7%	8	57%	2	14%	2	14%	0	0%	0	0%	1	7%	0	0%	0	0%
	F 12	86%	11	79%	1	7%	6	43%	2	14%	2	14%	0	0%	0	0%	1	7%	0	0%	0	0%
M 2	14%	2	14%	0	0%	2	14%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	
Skilled Craft	637		468	73%	169	27%	212	33%	104	16%	80	13%	5	1%	6	1%	61	10%	17	3%	4	1%
	F 2	0%	2	0%	0	0%	2	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%
M 635	100%	466	73%	169	27%	210	33%	104	16%	80	13%	5	1%	6	1%	61	10%	16	3%	4	1%	
Service Maintenance	2,895		2,582	89%	313	11%	1,480	51%	741	26%	225	8%	12	0%	2	0%	122	4%	38	1%	7	0%
	F 413	14%	394	14%	19	1%	265	9%	113	4%	3	0%	1	0%	0	0%	12	0%	2	0%	0	0%
M 2,482	86%	2,188	76%	294	10%	1,215	42%	628	22%	222	8%	11	0%	2	0%	110	4%	36	1%	7	0%	
Total	3,809		3,245	85%	564	15%	1,770	46%	895	23%	347	9%	17	0%	8	0%	208	5%	71	2%	23	1%

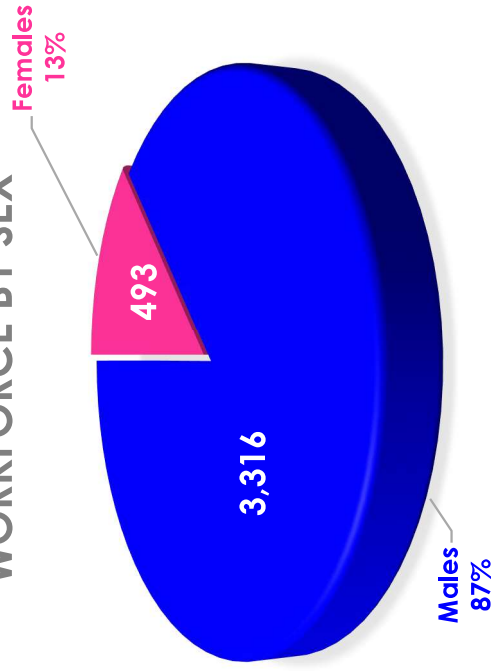
* American Indian/Alaskan Native **Native Hawaiian Other Pacific Islander ***Person With A Disability

Note: All percentages have been rounded up to the nearest whole number.

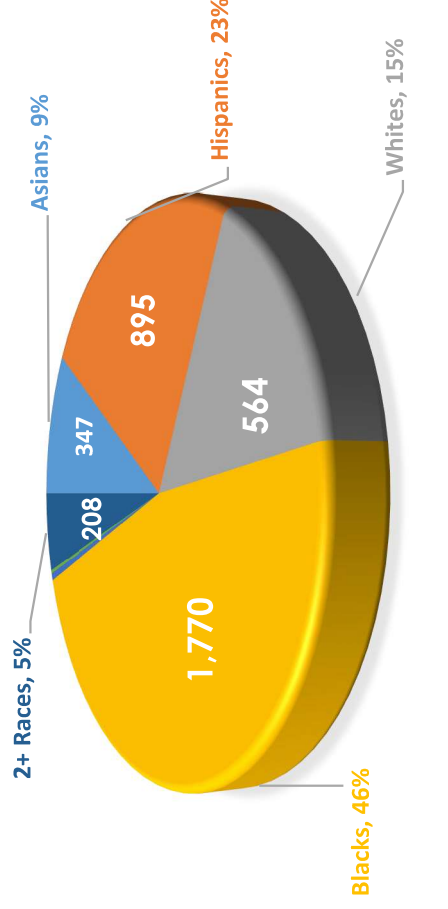


MTA BUS Workforce as of June 30, 2023

WORKFORCE BY SEX



Workforce By Race/Ethnicity



MTA BUS employed **3,809** employees, **13% (493)** of the workforce were **females, 85% (3,245) minorities, 2% (71) veterans** and **1% (23)** self identified as a person with a disability.

- The percentage of **females** employed in the **workforce remained constant** with a **net change of 14** employees when compared to 2nd Quarter 2022.
- The percentage of **minorities** in the workforce has **increased** by **one percentage point** with a net change of **84** employees when compared to 2nd Quarter 2022.

MTA BUS Underutilization Analysis

MTA BUS has conducted an availability analysis of females and minorities in its workforce. The availability analysis consists of comparing **MTA BUS's** June 30, 2023, workforce percentages for females and minorities to 80 percent of the females and minorities available within the relevant labor market based on the U.S. Census.

*** The Whole-Person Rule was used to determine underutilization, where Actual % < Estimated Availability % by 1 whole person**

JOB CATEGORY	SEX	BLACKS		HISPANIC		ASIANS		AI/AN**		NHOPi***		2+ RACES		WHITES	
		Est Avail	Actual %	Est Avail	Actual %	Est Avail	Actual %	Est Avail	Actual %	Est Avail	Actual %	Est Avail	Actual %	Est Avail	Actual %
Officials & Administrators	F	7%	10%	3%	2%	0%	2%	0%	0%	0%	0%	0%	3%	1%	3%
	M	31%	16%	17%	15%	6%	10%	0%	0%	0%	0%	3%	7%		
Professionals	F	8%	9%	10%	11%	6%	5%*	0%	0%	0%	0%	3%	3%	9%	5%
	M	6%	16%	5%	9%	14%	17%	0%	0%	0%	0%	3%	5%		
Technicians	F	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	M	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Protective Services	F	2%	0%*	3%	0%*	0%	0%	0%	0%	0%	0%	0%	0%	6%	25%
	M	1%	50%	2%	25%	0%	0%	0%	0%	0%	0%	0%	0%		

** American Indian/Alaskan Native

*** Native Hawaiian Other Pacific Islander

Note: Pursuant to FTA Circular 4704.1A EEO Requirements and Guidelines, White males have been excluded from the availability analysis.



Percentages highlighted in green indicates underutilization

MTA BUS Underutilization Analysis Con't.

* The Whole-Person Rule was used to determine underutilization, where Actual % < Estimated Availability % by 1 whole person

JOB CATEGORY	SEX	BLACKS		HISPANIC		ASIANS		AI/AN**		NHOP ***		2+ RACES		WHITES	
		Est Avail	Actual %	Est Avail	Actual %	Est Avail	Actual %	Est Avail	Actual %	Est Avail	Actual %	Est Avail	Actual %	Est Avail	Actual %
Paraprofessionals	F	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	M	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Administrative Support	F	32%	43%	16%	14%*	11%	14%	0%	0%	0%	0%	5%	7%	5%	7%
	M	11%	14%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Skilled Craft	F	3%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
	M	23%	33%	21%	16%	8%	13%	0%	1%	0%	1%	4%	10%	4%	0%
Service Maintenance	F	8%	9%	8%	4%	0%	0%	0%	0%	0%	0%	0%	0%	2%	1%
	M	28%	42%	17%	22%	6%	8%	0%	0%	0%	0%	1%	4%	1%	1%

**American Indian/Alaskan Native

***Native Hawaiian Other Pacific Islander

Note: Pursuant to FTA Circular 4704.1A EEO Requirements and Guidelines, White males have been excluded from the availability analysis.



Percentages highlighted in green indicate underutilization

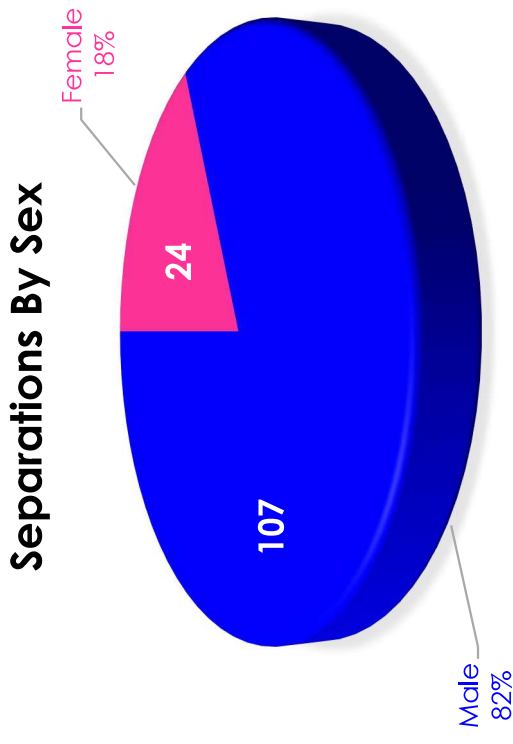
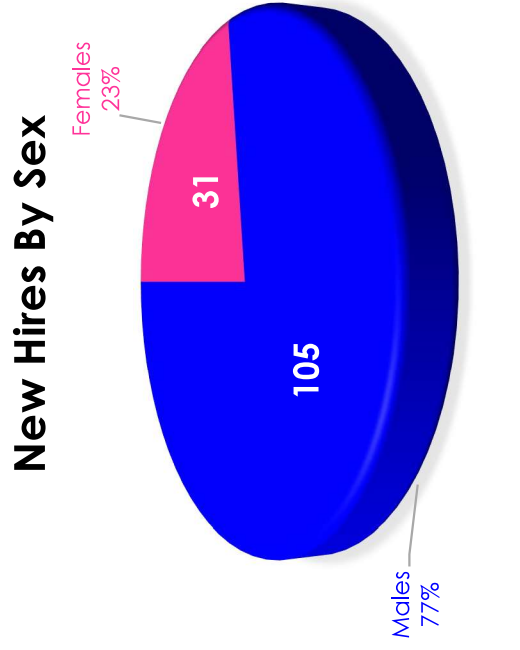
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New Hires and Separation

January 1, 2023 – June 30, 2023



MTA BUS New Hires and Separations by Sex January 1, 2013 to June 30, 2023

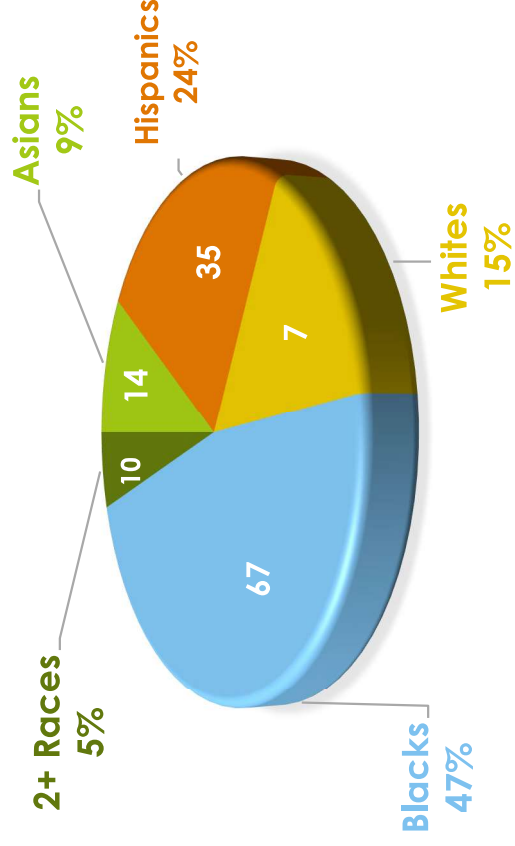


As of the 2nd Quarter 2023, MTA BUS **hired 136** employees, **31** females and **105** males. During this same time period, **131** employees **separated** from MTA BUS, **24** females and **107** males

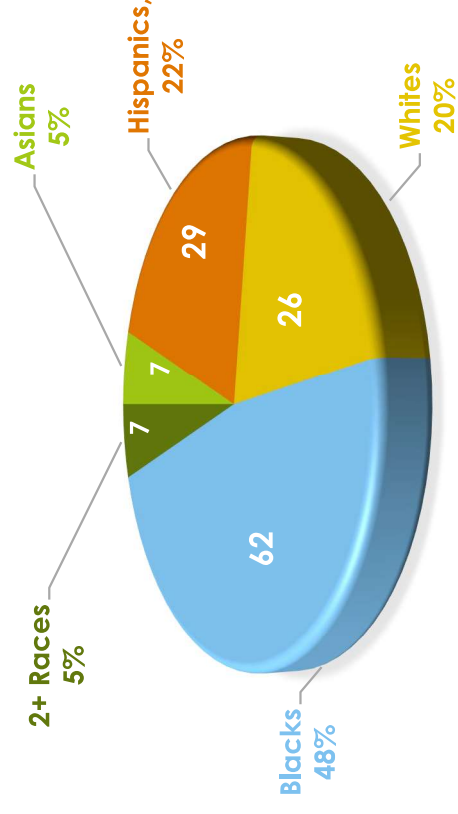
- The result was a net **increase** of **7 female** employees and a **decrease** of **2 male** employees.
- The number of employees who self-identified as a **veteran remained constant**. There were **2** hired and **2** separated during 2023.

MTA BUS New Hires and Separations by Race/Ethnicity

NEW HIRES BY RACE/ETHNICITY



SEPARATIONS BY RACE/ETHNICITY



During 2023, MTA BUS **hired 136** employees, **129** minorities and **7** non-minorities. During this same time period **131** employees **separated** from MTA BUS, **105 minorities** and **26** non-minorities.

- The result was a net increase of **24 minority** employees.
- The number of employees that self identified as a **person with a disability decreased** by **1** employee. There were **0** persons with disabilities **hired** and **1** person with disabilities **separated** during 2023.



MTA BUS Company
Diversity and Equal Opportunity

Complaints and Lawsuits

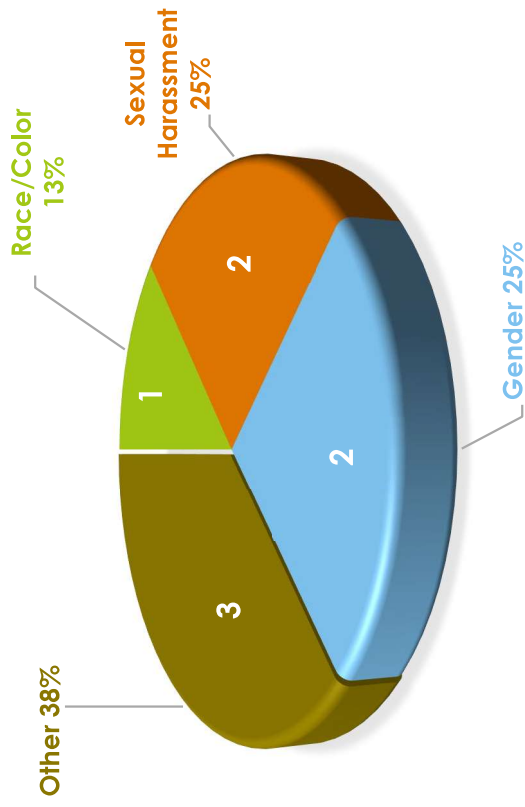
January 1, 2023 – June 30, 2023



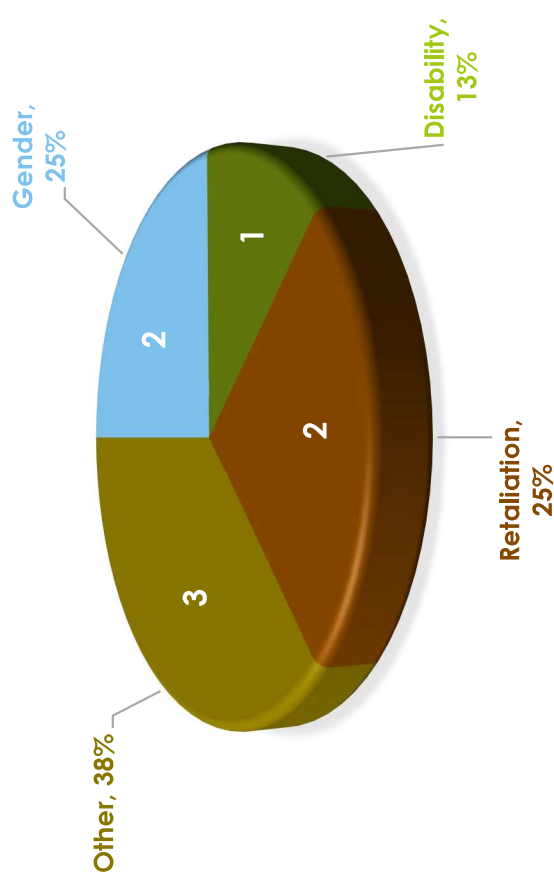
MTA BUS

EEO Internal and External Discrimination Complaints by Bases January 1, 2023 to June 30, 2023

INTERNAL EEO COMPLAINTS BY BASES



EXTERNAL EEO COMPLAINTS BY BASES



7 EEO complaints were filed* citing **16** separate bases, and **0** lawsuits were filed.

- 4 filed **internal** complaints.
- 3 filed **external** complaints.
- The most frequently cited basis internally was Other.

Note: *Formal complaints can be filed alleging multiple bases. Additionally, numerous incoming matters were also handled during this time

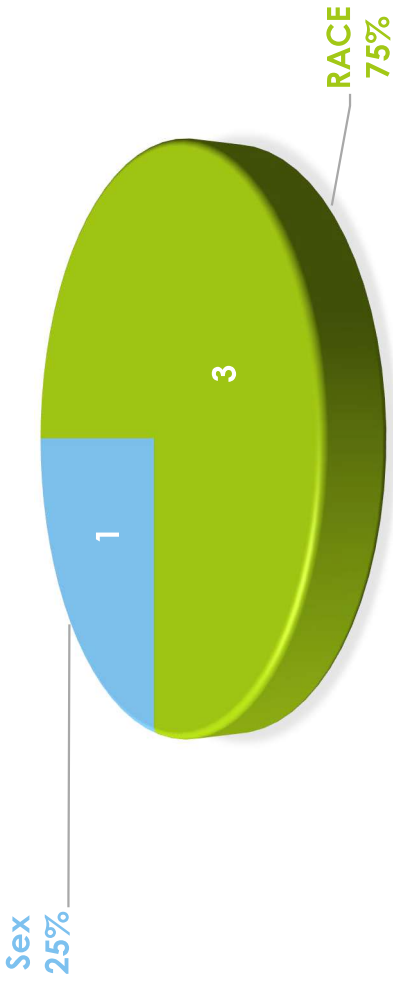


MTA BUS Title VI and Related Discrimination Complaints by

Bases

January 1, 2023 to June 30, 2023

TITLE VI DISCRIMINATION COMPLAINTS



MTA Bus handled **4** Title VI and Related complaints, citing **4** separate bases and **0** Title VI lawsuits.

- ☐ **3** Title VI complaints* were filed.
- ☐ **1** Related discrimination complaint** was filed.
- ☐ The most frequently cited bases was Race.

Note: *Only Formal complaints filed, which can allege multiple bases, are included.
Note: **Related Discrimination complaints are filed by customers based on age, disability, religion and sex.

