

MTA NEW YORK CITY TRANSIT (NYCT)  
Diversity and Equal Opportunity

# EEO Report – 2nd Quarter 2023

September 18, 2023



# EEO 2nd Quarter Executive Summary Cont.

## □ EEO

As of **June 30, 2023** NYCT's workforce consisted of **47,334** employees of which **females** represented **19% (9,044)** and **minorities** represented **82% (38,912)**, **veterans** represented **2% (965)** and there were **243** employees identifying as **a person with a disability** represented **1 %** of the total workforce.

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

- **NYCT 2nd Quarter 2023 workforce increased by 627** employees.
- **Female representation increased by 507** employees.
- **Minority representation increased by 1,019** employees.
- There were **24** employees **hired** who self-identified as a **veteran** and **45** employee **separated** that self-identified as a **veteran**.
- NYCT handled\* a total of 267 EEO complaints; of which 69 were internal and 198 were external (including lawsuits). During 2023, NYCT received a total of 70 EEO complaints; of which 38 were internal and 32 were external.
- NYCT handled\* a total of 31 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 2<sup>nd</sup> Quarter Executive Summary Cont.

## □ EEO

**MTA NYCT** conducted a utilization analysis of females and minorities in its workforce. The utilization analysis consists of comparing **MTA NYCT 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 NYCT'S 2023 workforce **estimated availability** targets are:

EEO4 Category	Minorities	Females	Black	Hispanic	Asian	Am Ind/Al Nat	NHOPI	2 Races
Officials & Administrators	61.4%	14.1%	34.2%	14.8%	9.3%	0.2%	0.0%	3.0%
Professionals	49.8%	32.3%	20.4%	8.8%	16.7%	0.2%	0.0%	3.8%
Technicians	54.3%	13.6%	20.8%	12.0%	18.7%	0.0%	0.0%	2.7%
Protective Services	54.9%	25.9%	27.9%	21.1%	3.7%	0.0%	0.1%	2.2%
Paraprofessionals	47.1%	43.2%	21.2%	10.9%	8.8%	4.8%	0.0%	1.2%
Administrative Support	32.6%	19.7%	20.3%	4.7%	6.3%	0.0%	0.0%	1.4%
Skilled Craft	24.2%	2.6%	12.7%	5.0%	5.1%	0.1%	0.0%	1.3%
Service Maintenance	57.9%	18.7%	22.5%	27.5%	6.0%	0.2%	0.0%	1.8%



# EEO 2nd Quarter Executive Summary Cont.

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

## All Females:

- Professionals – Whites
- Protective Service – Hispanics, Asians and Whites
- Service Maintenance– Hispanics and Whites

## Minority Males:

- Officials & Administrators – Blacks
- Service Maintenance– 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.

- ❑ NYCT'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 Professional and Protective Service categories. Computer Specialist, Analysts and Property Protection Agents job titles were identified as areas of greatest opportunities.
    - ❑ Predominate areas of underutilization for minority males were in the Officials & Administrators and Service Maintenance categories. Assistant Chiefs, Director, Cleaners and Station Agents 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 NEW YORK CITY TRANSIT (NYCT)  
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# 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 NYCT Workforce

The table below is a snapshot of MTA NYCT 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***	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
<b>Officials &amp; Administrators</b>	<b>1,593</b>		1103	69%	490	31%	543	34%	258	16%	191	12%	4	0%	2	0%	105	7%	103	6%	46	3%
F	374	23%	317	20%	57	4%	207	13%	56	4%	34	2%	0	0%	0	0%	20	1%	6	6%	15	1%
M	1,219	77%	786	49%	433	27%	336	21%	202	13%	157	10%	4	0%	2	0%	85	5%	97	94%	31	2%
<b>Professionals</b>	<b>951</b>		732	77%	219	23%	320	34%	120	13%	230	24%	2	0%	1	0%	59	6%	16	2%	40	4%
F	398	42%	346	36%	52	5%	185	19%	59	6%	77	8%	1	0%	1	0%	23	2%	2	13%	20	2%
M	553	58%	386	41%	167	18%	135	14%	61	6%	153	11%	1	0%	0	0%	36	4%	14	88%	20	2%
<b>Technicians</b>	<b>142</b>		108	76%	34	24%	44	31%	17	12%	43	30%	0	0%	0	0%	4	3%	2	1%	3	2%
F	21	15%	18	13%	3	2%	12	8%	4	3%	2	1%	0	0%	0	0%	0	0%	1	50%	0	0%
M	121	85%	90	63%	31	22%	32	23%	13	9%	41	29%	0	0%	0	0%	4	3%	1	50%	3	2%
<b>Protective Services</b>	<b>832</b>		704	85%	128	15%	396	48%	227	27%	49	6%	0	0%	2	0%	30	4%	59	7%	6	1%
F	141	17%	132	16%	9	1%	92	11%	29	3%	1	0%	0	0%	0	0%	10	1%	4	7%	1	0%
M	691	83%	572	69%	119	14%	304	37%	198	24%	48	6%	0	0%	2	0%	20	2%	55	93%	5	1%
<b>Paraprofessionals</b>	<b>9</b>		8	89%	1	11%	4	44%	2	22%	1	11%	1	11%	0	0%	0	0%	0	0%	0	0%
F	7	78%	6	67%	1	11%	3	33%	2	22%	0	0%	1	11%	0	0%	0	0%	0	0%	0	0%
M	2	22%	2	22%	0	0%	1	11%	0	0%	1	11%	0	0%	0	0%	0	0%	0	0%	0	0%
<b>Administrative Support</b>	<b>950</b>		889	94%	61	6%	532	56%	126	13%	200	21%	3	0%	0	0%	28	3%	8	1%	14	1%
F	520	55%	497	52%	23	2%	355	37%	73	8%	50	5%	1	0%	0	0%	18	2%	5	63%	9	1%
M	430	45%	392	41%	38	4%	177	19%	53	6%	150	16%	2	0%	0	0%	10	1%	3	38%	5	1%
<b>Skilled Craft</b>	<b>15,901</b>		11210	70%	4691	30%	5,434	34%	2,143	13%	2,849	18%	70	0%	7	0%	707	4%	323	2%	43	0%
F	506	3%	472	3%	34	0%	349	2%	67	0%	31	0%	0	0%	1	0%	24	0%	2	1%	4	0%
M	15,395	97%	10738	68%	4,657	29%	5,085	32%	2,076	13%	2,818	18%	70	0%	6	0%	683	4%	321	99%	39	0%
<b>Service Maintenance</b>	<b>26,956</b>		24158	90%	2,798	10%	15,277	57%	6,042	22%	1,948	7%	60	0%	4	0%	827	3%	454	2%	91	0%
F	7,077	26%	6811	25%	266	1%	5,109	19%	1,289	5%	178	1%	18	0%	2	0%	215	1%	54	12%	32	0%
M	19,879	74%	17347	64%	2,532	9%	10,168	38%	4,753	18%	1,770	7%	42	0%	2	0%	612	2%	400	88%	59	0%
<b>Total</b>	<b>47,334</b>		<b>38,912</b>	<b>82%</b>	<b>8,422</b>	<b>18%</b>	<b>22,550</b>	<b>48%</b>	<b>8,935</b>	<b>19%</b>	<b>5,511</b>	<b>12%</b>	<b>140</b>	<b>0%</b>	<b>16</b>	<b>0%</b>	<b>1,760</b>	<b>4%</b>	<b>965</b>	<b>2%</b>	<b>243</b>	<b>1%</b>



\* American Indian/Alaskan Native

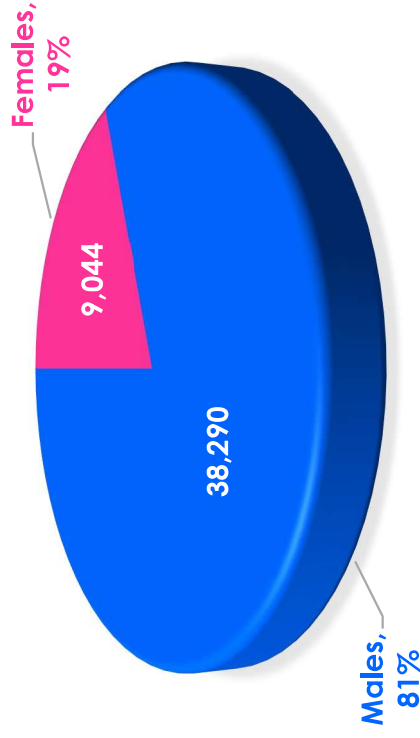
\*\*Native Hawaiian Other Pacific Islander

\*\*\*Person With Disabilities

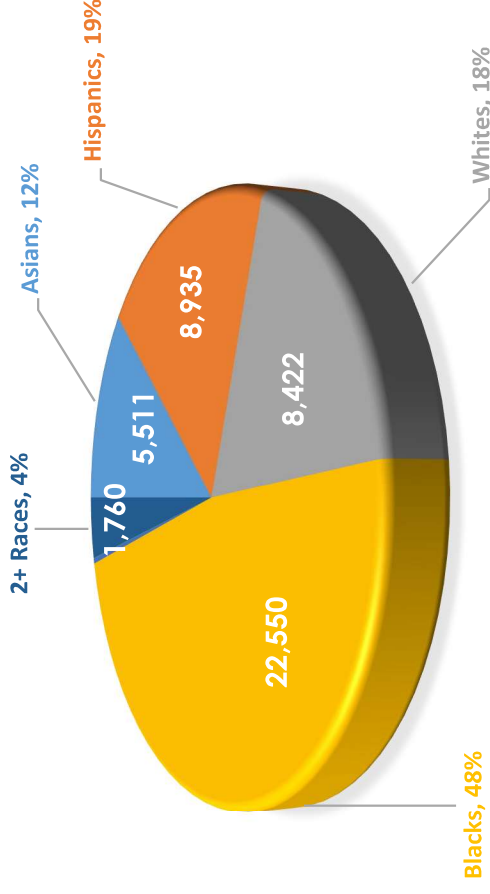
Note: All percentages have been rounded up to the nearest whole number.

# MTA NYCT Workforce as of June 30, 2023

WORKFORCE BY SEX



WORKFORCE BY RACE/ETHNICITY



MTA NYCT employed **47,334** employees: **19% (9,044)** of the workforce were **females**, **82%** (38,912) minorities, **2% (965)** veterans and **1% (243)** self identified as a **person with a disability**.

- ❑ The percentage of **females** employed in the workforce **increased** by **one percentage point** with a net change of **507** employees when compared to 2<sup>nd</sup> Quarter 2022.
- ❑ The percentage of **minorities** in the workforce **increased** by **one percentage point** with a **net change** of **1,019** employees when compared to 2<sup>nd</sup> Quarter 2022.



# MTA NYCT Underutilization Analysis

**NYCT** has conducted an availability analysis of females and minorities in its workforce. The availability analysis consists of comparing **MTA NYCT** 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	Actual	Est	Actual	Est	Actual	Est	Actual	Est	Actual	Est	Actual	Est	Actual
		Avail	%	Avail	%	Avail	%	Avail	%	Avail	%	Avail	%	Avail	%
Officials & Administrators	F	9%	13%	2%	4%	1%	2%	0%	0%	0%	0%	0%	1%	1%	4%
	M	25%	21%	12%	13%	9%	10%	0%	0%	0%	0%	3%	5%		
Professionals	F	11%	19%	4%	6%	6%	8%	0%	0%	0%	0%	1%	2%	9%	5%
	M	9%	14%	5%	6%	11%	11%	0%	0%	0%	0%	2%	4%		
Technicians	F	6%	8%	2%	3%	2%	1%*	0%	0%	0%	0%	1%	0%*	3%	2%*
	M	15%	23%	10%	9%*	17%	29%	0%	0%	0%	0%	2%	3%		
Protective Services	F	9%	11%	7%	3%	1%	0%	0%	0%	0%	0%	1%	1%	9%	1%
	M	19%	37%	14%	24%	3%	6%	0%	0%	0%	0%	2%	2%		

\*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

# MTA NYCT Underutilization Analysis

**NYCT** has conducted an availability analysis of females and minorities in its workforce. The availability analysis consists of comparing **MTA NYCT** 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*		NH/PI		2+ RACES		WHITES	
		Est	Actual	Est	Actual	Est	Actual	Est	Actual	Est	Actual	Est	Actual	Est	Actual
		Avail	%	Avail	%	Avail	%	Avail	%	Avail	%	Avail	%	Avail	%
Paraprofessionals	F	13%	33%	8%	22%	2%	0%*	5%	11%	0%	0%	0%	0%	15%	11%*
	M	8%	11%	3%	0%*	7%	11%	0%	0%	0%	0%	1%	0%*		
Administrative Support	F	14%	37%	3%	8%	1%	5%	0%	0%	0%	0%	1%	2%	1%	2%
	M	6%	19%	2%	6%	5%	16%	0%	0%	0%	0%	1%	1%		
Skilled Craft	F	2%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	M	11%	32%	5%	13%	5%	18%	0%	0%	0%	0%	1%	4%		
Service Maintenance	F	6%	19%	7%	5%	1%	1%	0%	0%	0%	0%	1%	1%	4%	1%
	M	17%	38%	21%	18%	5%	7%	0%	0%	0%	0%	1%	2%		

\*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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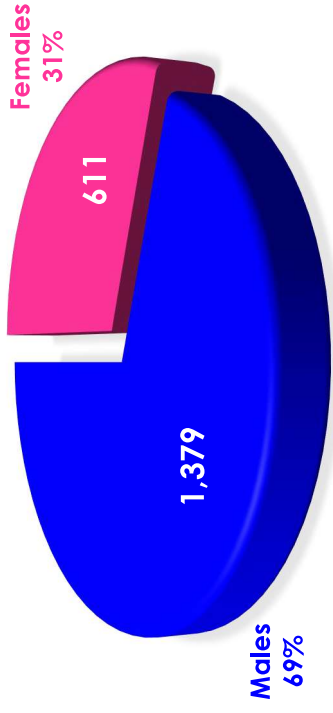
# New Hires and Separation

January 1, 2023 – June 30, 2023

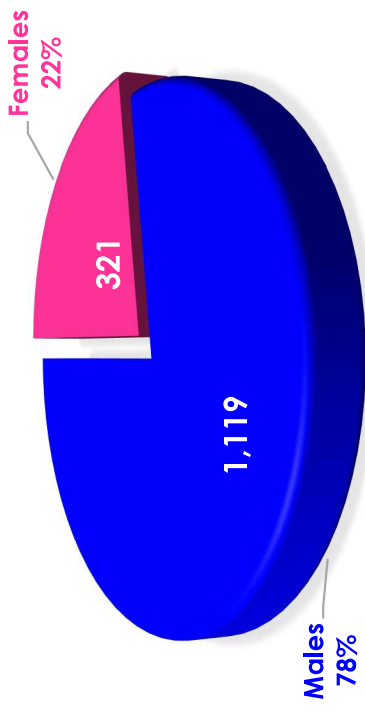


# MTA NYCT New Hires and Separations by Sex January 1, 2013 to June 30, 2023

## NEW HIRE BY SEX



## SEPARATION BY SEX

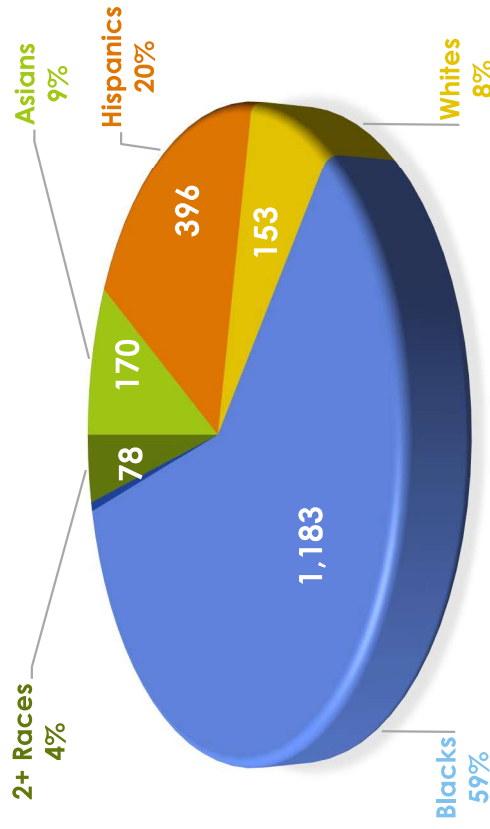


As of the 2<sup>nd</sup> Quarter 2023, MTA NYCT hired **1,990** employees, **611** females and **1,379** males. During this same period, **1,440** employees separated from NYCT, **321** females and **1,119** males.

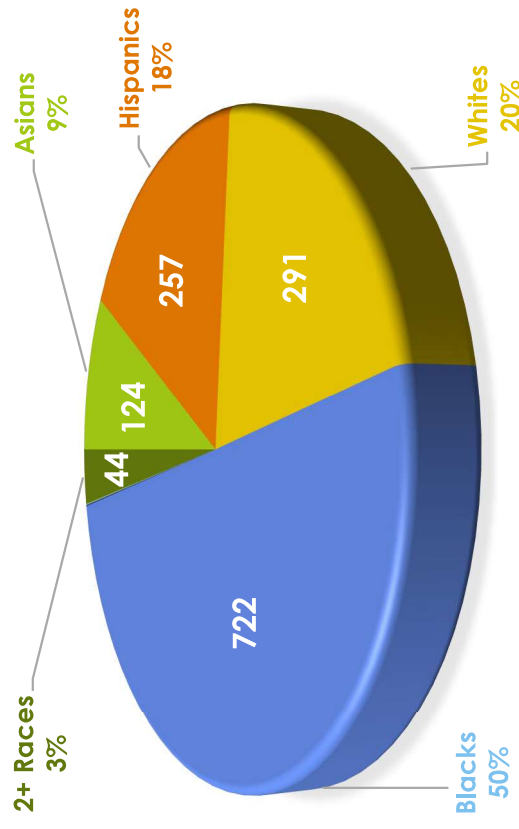
- The result was a **net increase of 290 female** and **260 male** employees.
- The number of employees who self-identified as **veterans decreased by 21** employees. There were **24** veteran **hired** and **45** veteran **separated** during 2023.

# MTA NYCT New Hires and Separations by Race/Ethnicity

NEW HIRE BY RACE/ETHNICITY



SEPARATION BY RACE/ETHNICITY



During the 2<sup>nd</sup> Quarter 2023, NYCT **hired 1,990** employees, **1,837** minorities and **153** non-minorities. During this same period **1,440** employees separated from NYCT, **1,149** minorities and **291** non-minorities.

- The result was a **net change of 688 minority** employees.
- The number of employees that self identified as **a person with disability decreased by 1** employees. There were **8** persons with disabilities **hired** and **9** persons with disabilities **separated** during 2023.





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**Complaints and Lawsuits**

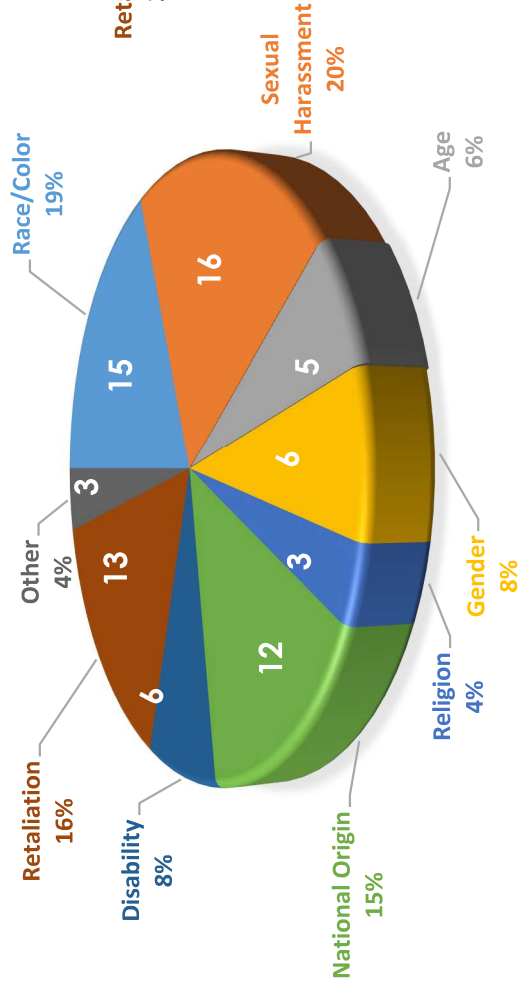
January 1, 2023 – June 30, 2023



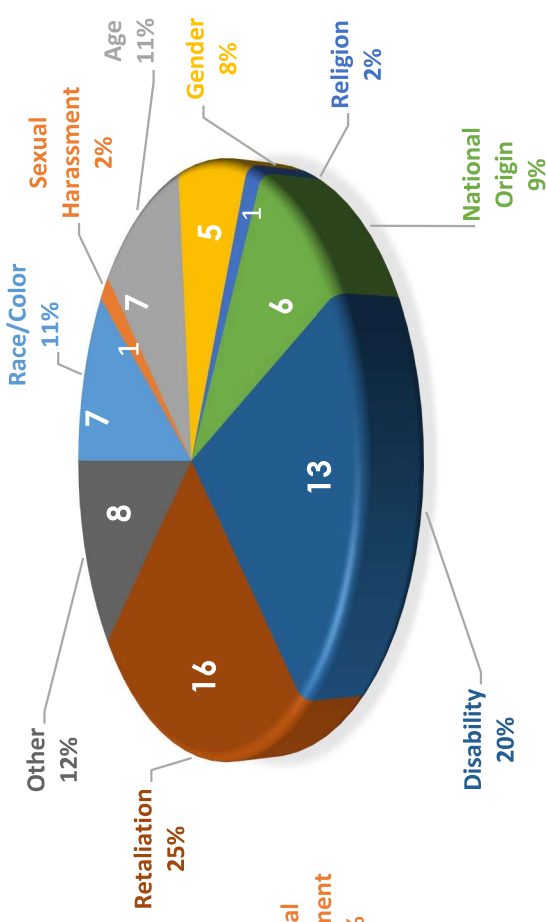
# MTA NYCT

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

**INTERNAL EEO COMPLAINTS BY BASES**



**EXTERNAL EEO COMPLAINTS BY BASES**



**65** EEO complaints were filed\* citing **143** separate bases, and **5** lawsuits were filed.

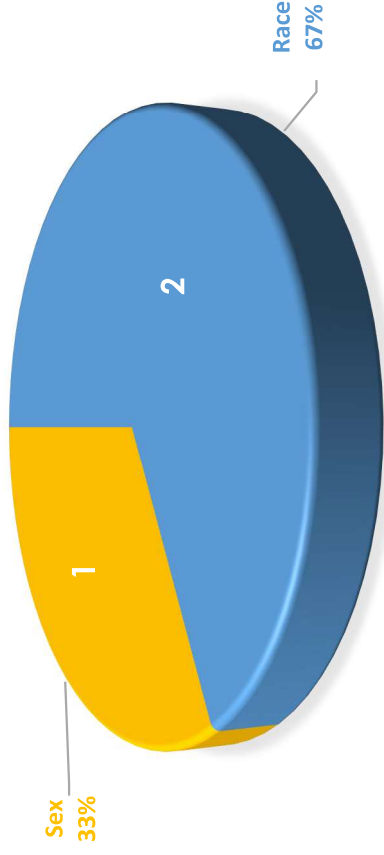
- **38** filed internal complaints.
- **32** filed external complaints, including lawsuits.
- The most frequently cited basis internally was Sexual Harassment.



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

# MTA NYCT Internal/External Title VI and Related Discrimination Complaints by Bases January 1, 2023 to June 30, 2023

## TITLE VI AND RELATED DISCRIMINATION COMPLAINTS



- 3** Title VI and related discrimination complaints were filed citing **3** separate bases.
- **2** Title VI complaints were filed.
  - **1** related discrimination complaint\*\* was filed.
  - The most frequently cited basis was Race.

Note: \*Formal complaints can be filed alleging multiple bases.

Note: \*\*Related Discrimination complaints are filed by customers based on age, disability, religion and sex.