

MTA BUS
Diversity and Equal Opportunity

EEO Report – 4th Quarter 2023

April 29, 2023



EEO 4th Quarter Executive Summary

□ EEO

As of **December 31, 2023**, MTA BUS's **workforce** consisted of **3,781** employees of which **females** represented **13% (499)**, **minorities** represented **86% (3241)**, **veterans** represented **2% (75)** and employees identifying as a **person with a disability** represented **1% (28)** of the total workforce.

In comparison with the **4th Quarter 2022** (4Q22):

- **MTA BUS's 4th Quarter 2023 workforce decreased** by **77** employees.
- **Female** representation **remained constant** with a **decrease** of **3** employees.
- **Minority** representation **remained constant** with a **decrease** of **22** employees.
- There were **3** employees **hired** who self-identified as a **veteran** and **1** employee **separated** that self-identified as a **veteran**.
- MTA BUS handled* a total of 34 EEO complaints; of which 14 were internal and 20 were external (including lawsuits). During 2023, MTA BUS received a total of 14 EEO complaints; of which 7 were internal and 7 were external.
- MTA BUS handled a total of 3 Title VI internal complaints during this time period.



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

EEO 4th 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 **December 31, 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 4th Quarter Executive Summary Con't.

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

Females:

- Officials and Administrators – Hispanics
- Professionals – Whites
- Administrative Support - Hispanics
- Skilled Crafts – Blacks, Hispanics and Whites
- Service Maintenance – Hispanics and Whites

Minority Males:

- Officials and Administrators – Blacks
- Skilled Crafts – 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 4th Quarter Executive Summary Con't.

- When vacancies occur in EEO job categories, MTA BUS's action strategy to address areas of underutilization will include:
 - Forecasting future opportunities/openings in underutilized job groups/titles, in communication with hiring manager, and raising awareness of need to make extra efforts to achieve representation of targeted groups in the candidate pools;
 - Engaging with potential outreach sources relevant to the underutilized groups, such as hosting career fairs to attract minority and female candidates into the pipeline for non-traditional technical positions such as Bus Operator and Maintainer;
 - MTA BUS's Departmental Engagement includes regular meetings with Department Heads to discuss specific areas of underutilization and to create customized strategies for the job titles identified.
 - MTA BUS's Focus on Underutilized Categories include predominate areas of underutilization for females is in the Skilled Crafts and Service Maintenance categories. Maintainers and Bus Operator job titles were identified as areas of greatest opportunities and strategies have been put in place to address utilization in these categories.
 - MTA BUS will Predominate areas of underutilization for minority males in the Official & Administrators and Skilled Crafts categories. Mid-management and Maintainers 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.



EEO 4th Quarter Executive Summary Con't.

□ D&I in Motion – All Agency Employee Resource Groups Quarterly Highlights

“Connections: Diversity in Motion” is our theme for this year. Diversity, equity, inclusion, and belonging are essential components of our daily interactions, work relationships, & communication within the organization. The ERGs events and initiatives will highlight how the MTA leverages diversity to create an equitable and inclusive culture that allows for meaningful connections in the workplace.

□ Black Employees Group for Inclusion & Networking (B.E.G.I.N.) - Umoja Celebration (Post Kwanzaa Celebration) - January 18, 2024.

Kwanzaa is an annual African American cultural tradition. Its first principle Umoja confirms the importance of togetherness for the family and community. For the second year the B.E.G.I.N. ERG celebrated the end of Kwanzaa with an Umoja after-work networking event.

□ B.E.G.I.N. - Black History Month - February 2024

B.E.G.I.N. celebrated Black History Month (BHM) with a focus on African American Leaders in Transportation History. This theme was the focal point of the BHM Cultural Celebration on February 22, 2024; an article in MTA Today; and the out-front screens on the subway platforms and bus station stops. B.E.G.I.N. highlighted the significance of public transportation and its role in civil rights movement. A particular focus was placed on individuals who played significant roles in making public transportation accessible as well as opening employment opportunities in the industry.

□ Empowering Women in Transportation (EWT) – Women’s History Month – March 2024

Empower Her-Bridging Generations, Building Futures” was the theme for 2024 Women’s History Month celebration. EWT led this year’s celebration with its 2nd annual Soles4Souls Shoe Drive, International Women Day Panel/Book Club Kick Off Event, and the Empower Her Celebration in which 24 women for 2024 were recognized for having shown outstanding dedication to “EmpowerHER” through their role within the MTA.



MTA'S Five Year Diversity Equity and Inclusion Strategic Plan



Message from the Chair and CEO

“As the Nation’s largest transportation authority, MTA employs nearly 72,000 employees and moves nearly 6 million riders daily. As such, the activities, services, and capital projects led by the MTA are highly visible and serve as conduits for the advancement of diversity, equity, inclusion, and accessibility across our service region. Through this first-ever **MTA Diversity, Equity, & Inclusion Strategic Plan**, we’re reaffirming our commitment to actively listen to the voices of our constituents and intentionally engage them as we strive to make meaningful improvements and expansion of our own DEI efforts.”





Diversity, Equity and Inclusion Strategic Framework

MTA DEI GOALS

Goal 1: DELIVER EQUITABLE PROGRAMS AND SERVICES

Use an equity lens to establish policies, programs, and services, that boost economic vitality of New York State and result in inclusive decisions that improve the quality of life for our employees, customer's, communities, and stakeholders.

Goal 2: RECRUIT, RETAIN, AND DEVELOP A TALENTED WORKFORCE

Attract, recruit, engage, develop and retain a talented workforce capable of using their varied backgrounds and experiences to drive productivity and innovation.

Goal 3: FOSTER AN INCLUSIVE WORKPLACE CULTURE

Create an environment that encourages flexibility, fairness, and individuality by establishing processes, policies, and practices that reflect the diverse needs of the workforce and those we serve.

Goal 4: PROVIDE A PLATFORM FOR COLLABORATIVE AND ADAPTIVE COMMUNICATION AND ENGAGEMENT

By applying an equity lens to our decision-making process, we will collaborate with internal and external constituents to ensure their needs are taken into account. Incorporating stakeholder engagement as a standard practice across the MTA will strengthen the reach of our decisions and our ability to deliver excellent public service.



MTA BUS

Diversity and Equal Opportunity

Workforce

as of December 31, 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 **December 31, 2023**.

JOB CATEGORY	TOTAL		Minorities		WHITES		BLACKS		HISPANICS		ASIANS		AI/AN*		NHOPI**		2+ RACES		VETERANS		PWD***	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Officials & Administrators	190		133	70%	57	30%	53	28%	36	19%	24	13%	0	0%	0	0%	20	11%	13	7%	11	6%
F	41	22%	34	18%	7	4%	21	11%	4	2%	4	2%	0	0%	0	0%	5	3%	0	0%	1	1%
M	149	78%	99	52%	50	26%	32	17%	32	17%	20	11%	0	0%	0	0%	15	8%	13	7%	10	5%
Professionals	80		61	76%	19	24%	20	25%	14	18%	20	25%	0	0%	0	0%	7	9%	2	3%	3	4%
F	31	39%	27	34%	4	5%	10	13%	9	11%	5	6%	0	0%	0	0%	3	4%	0	0%	3	4%
M	49	61%	34	43%	15	19%	10	13%	5	6%	15	19%	0	0%	0	0%	4	5%	2	3%	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	15		14	93%	1	7%	10	67%	1	7%	2	13%	0	0%	0	0%	1	7%	0	0%	2	13%
F	13	87%	12	80%	1	7%	8	53%	1	7%	2	13%	0	0%	0	0%	1	7%	0	0%	2	13%
M	2	13%	2	13%	0	0%	2	13%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Skilled Craft	625		461	74%	164	26%	210	34%	103	16%	78	12%	4	1%	6	1%	60	10%	21	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	623	100%	459	73%	164	26%	208	33%	103	16%	78	12%	4	1%	6	1%	60	10%	20	3%	4	1%
Service Maintenance	2,867		2569	90%	298	10%	1,475	51%	735	26%	223	8%	13	0%	2	0%	121	4%	39	1%	8	0%
F	411	14%	392	14%	19	1%	261	9%	114	4%	3	0%	1	0%	0	0%	13	0%	2	0%	0	0%
M	2,456	86%	2177	76%	279	10%	1,214	42%	621	22%	220	8%	12	0%	2	0%	108	4%	37	1%	8	0%
Total	3,781		3,241	86%	540	14%	1,770	47%	890	24%	347	9%	17	0%	8	0%	209	6%	75	2%	28	1%



* American Indian/Alaskan Native

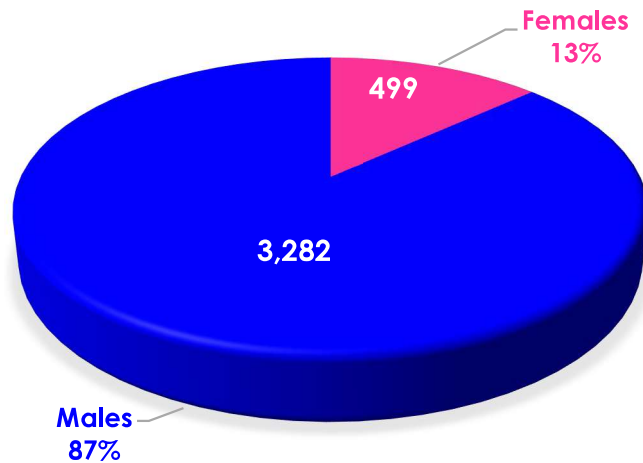
**Native Hawaiian Other Pacific Islander

***Person with disabilities

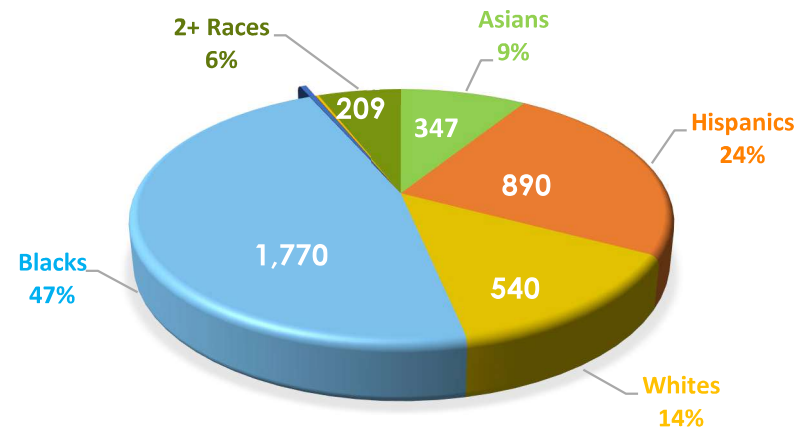
Note: All percentages have been rounded up to the nearest whole number.

MTA BUS Workforce as of December 31, 2023

WORKFORCE BY GENDER



Workforce By Race/Ethnicity



MTA **BUS** employed **3,781** employees, **13% (499)** of the workforce were **females**, **86% (3,241)** minorities, **2% (75)** veterans and **1% (28)** self identified as a **person with a disability**.

- ❑ The percentage of females employed in the workforce **remained constant** with a net change of **3** employees when compared to 4th Quarter 2022.
- ❑ The percentage of minorities in the workforce has **decreased** by **2** percentage points with a net change of **22** employees when compared to 4th 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 December 31, 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**		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 %
Officials & Administrators	F	7%	11%	3%	2%	0%	2%	0%	0%	0%	0%	0%	3%	1%	4%
	M	31%	17%	17%	17%	6%	11%	0%	0%	0%	0%	3%	8%		
Professionals	F	8%	10%	10%	11%	6%	6%	0%	0%	0%	0%	3%	4%	9%	5%
	M	6%	15%	5%	6%	14%	19%	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%		
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%		
Administrative Support	F	32%	53%	16%	7%	11%	13%	0%	0%	0%	0%	5%	7%	5%	7%
	M	11%	13%	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%	12%	0%	1%	0%	1%	4%	10%		
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%		

**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 BUS
Diversity and Equal Opportunity

New Hires and Separation

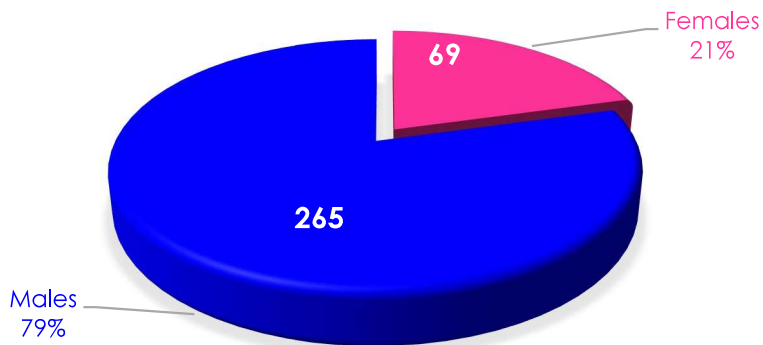
January 1, 2023 – December 31, 2023



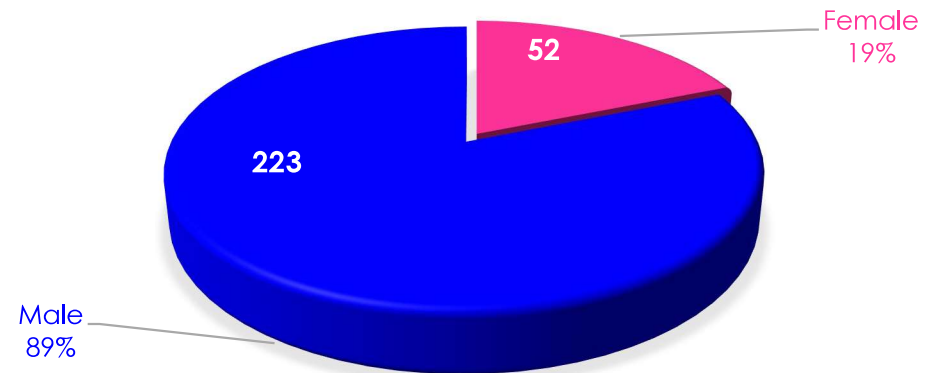
MTA BUS

New Hires and Separations by Sex January 1, 2023 to December 31, 2023

New Hires By Sex
(Total = 334)



Separations By Sex
(Total = 275)



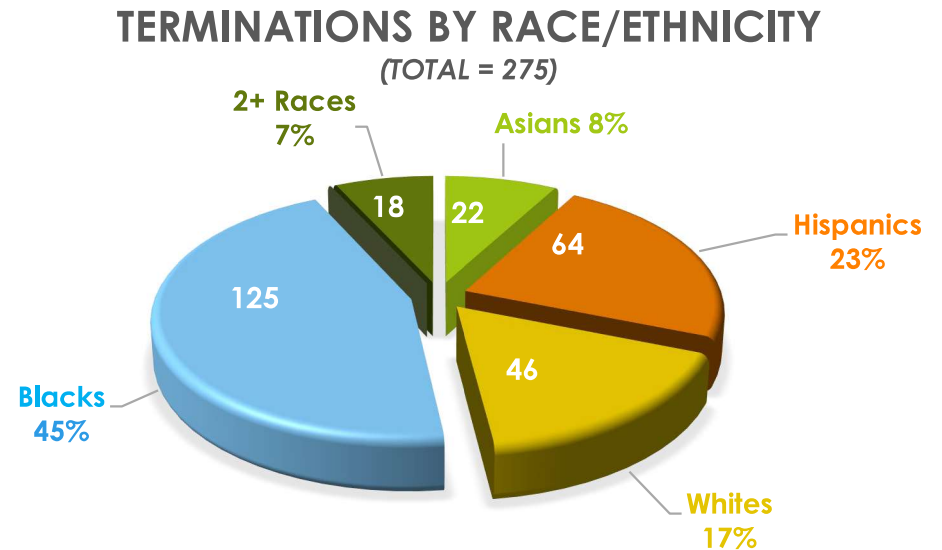
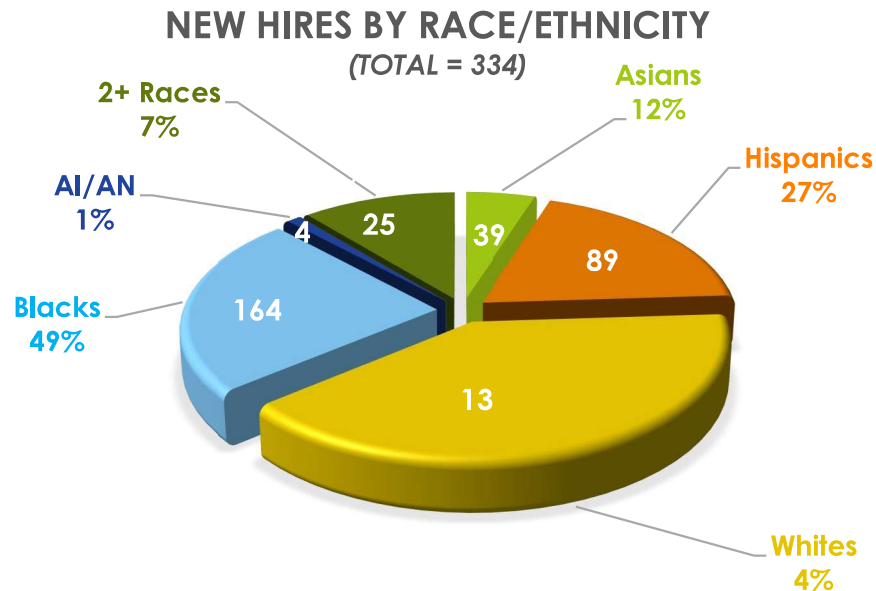
As of the 4th Quarter 2023, MTA BUS hired **334** employees, **69** females and **265** males. During this same time period, **275** employees separated from MTA BUS, **52** females and **223** males

- ❑ The result was a net **increase** of **17** female and a decrease of **42** male employees.
- ❑ The number of employees who self-identified as veterans **increased** by **3** employees. There were **4** veterans **hired** and **1** veterans **separated** during 2023.



MTA BUS

New Hires and Separations by Race/Ethnicity



During the 4th Quarter 2023, MTA BUS hired **334** employees, **320** minorities and **13** non-minorities. During this same time period **275** employees separated from MTA BUS, **229** minorities and **46** non-minorities.

- The result was a net **increase** of **45 minority** employees.
- The number of employees that self identified as a person with a disability **decreased** by **1** employee. There were **3** persons with disabilities **hired** and **1** person with disabilities **separated** during 2023.



MTA BUS

Diversity and Equal Opportunity

Complaints and Lawsuits

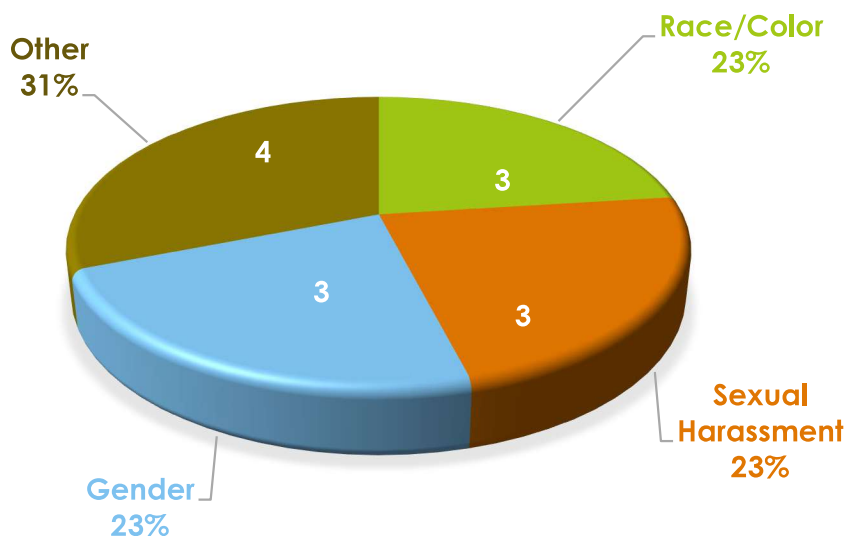
January 1, 2023 – December 31, 2023



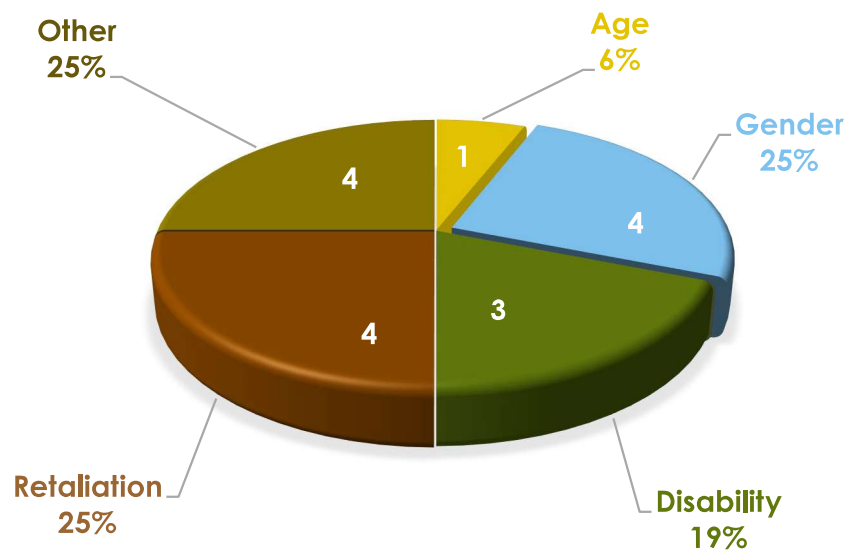
MTA BUS

EEO Internal and External Discrimination Complaints by Bases January 1, 2023 to December 31, 2023

INTERNAL EEO COMPLAINTS BY BASES



EXTERNAL EEO COMPLAINTS BY BASES



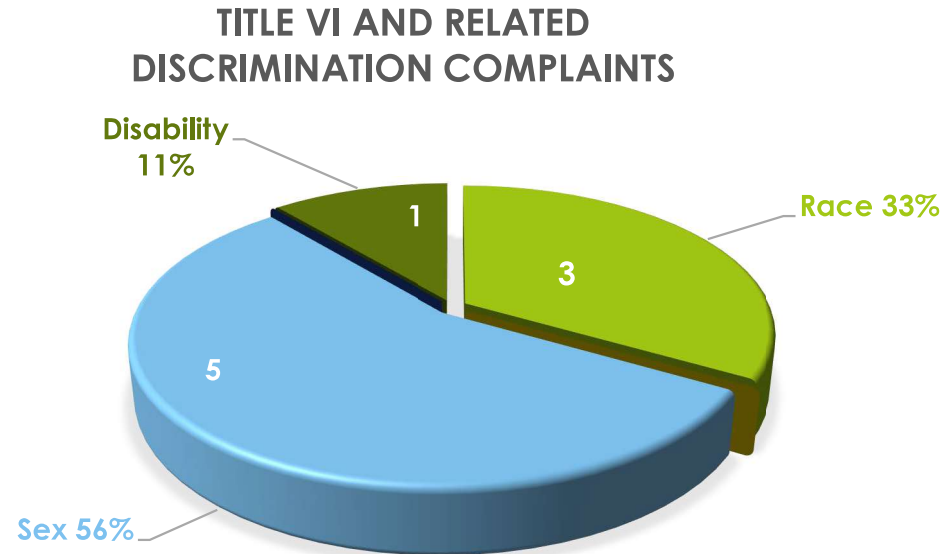
14 EEO complaints were filed* citing **29** separate bases, and **0** lawsuits were filed.

- 7 filed internal complaints.
- 7 filed external complaints, including lawsuits.
- 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 Internal/External Title VI and Related Discrimination Complaints by Bases January 1, 2023 to December 31, 2023



8 Title VI and related discrimination complaints were filed, citing 9 separate bases.

- **3** Title VI complaints were filed.
- **5** related discrimination complaints** were filed.
- The most frequently cited basis was Sex.

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

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

