
MTA New York City Transit (NYCT)

EEO Report – 4th Quarter 2023

April 29, 2023



EEO 4th Quarter Executive Summary

□ EEO

As of **December 31, 2023**, NYCT's workforce consisted of **48,025** employees of which **females** represented **19% (9,353)**, **minorities** represented **83% (39,701)**, **veterans** represented **2% (1,031)** and employees identifying as a **person with a disability** represented **1% (270)** of the total workforce.

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

- **MTA NYCT 4th Quarter 2023** workforce **increased by 948** employees.
- **Female** representation **remained the same** with an **increase of 560** employees.
- **Minority** representation **increased by 1 percentage point** with an **increase of 1,238** employees.
- There were **55** employee **hired** who self-identified as a veteran and **82** employee **separated** that self-identified as a **veteran**.
- MTA NYCT handled* a total of 336 EEO complaints; of which 114 were internal and 222 were external. During 2023, NYCT received a total of 139 EEO complaints; of which 83 were internal and 56 were external (including lawsuits).
- **MTA NYCT** received 12 Title VI complaints and no lawsuits 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 NYCT conducted a utilization analysis of females and minorities in its workforce. The utilization analysis consists of comparing MTA NYCT'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 NYCT's 2023 workforce **estimated availability** targets are:

EEO4 Category	Minorities	Females	Black	Hispanic	Asian	Am Ind/AL Nat	NHOPI	2+Races
Official & 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 4th Quarter Executive Summary Con't.

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

All Females:

- ☐ Professions –Whites
- ☐ Technicians –Whites
- ☐ Protective Services – Hispanics, Asians, Whites
- ☐ Paraprofessional – Asians, AI/AN
- ☐ Service Maintenance - Hispanics, Whites

Minority Males:

- ☐ Officials and Administrators – Blacks
- ☐ Paraprofessionals – Blacks, Hispanics, AI/AN
- ☐ 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 4th Quarter Executive Summary Con't.

- ❑ MTA 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 Protective Service and Service Maintenance categories. The Transit Property Protection Agent 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.
 - ❑ Predominate areas of underutilization for minority males were in the Service Maintenance category. The Cleaner and Station Agent 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 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. BEGIN 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

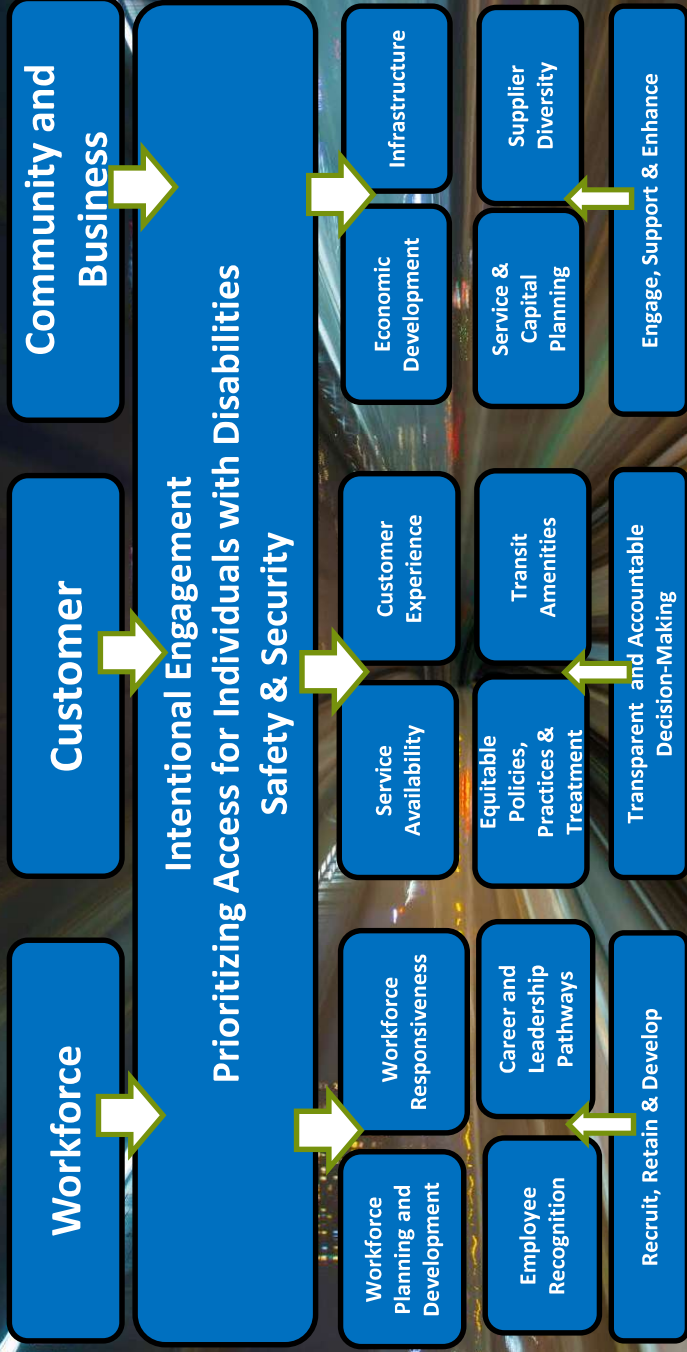


Message from the Chair and CEO

"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."



Enabling Regional Equity



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 New York City Transit (NYCT)

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 NYCT Workforce

The table below is a snapshot of MTA New York City Transit'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	1,625		1126	69%	548	34%	268	16%	202	12%	3	0%	2	0%	103	6%	105	6%	49	3%
	F 375	23%	317	20%	205	13%	59	4%	36	2%	0	0%	0	0%	17	1%	8	0%	17	1%
	M 1,250	77%	809	50%	343	21%	209	13%	166	10%	3	0%	2	0%	86	5%	97	6%	32	2%
Professionals	946		725	77%	304	32%	117	12%	240	25%	2	0%	1	0%	61	6%	19	2%	42	4%
	F 384	41%	336	36%	176	19%	56	6%	76	8%	1	0%	1	0%	26	3%	3	0%	19	2%
	M 562	59%	389	41%	128	14%	61	6%	164	11%	1	0%	0	0%	35	4%	16	2%	23	2%
Technicians	149		118	79%	50	34%	20	13%	44	30%	0	0%	0	0%	4	3%	3	2%	3	2%
	F 26	17%	23	15%	16	11%	5	3%	2	1%	0	0%	0	0%	0	0%	1	1%	0	0%
	M 123	83%	95	64%	34	23%	15	10%	42	28%	0	0%	0	0%	4	3%	2	1%	3	2%
Protective Services	924		796	86%	454	49%	249	27%	56	6%	0	0%	2	0%	35	4%	60	6%	8	1%
	F 173	19%	164	18%	116	13%	35	4%	1	0%	0	0%	0	0%	12	1%	5	1%	2	0%
	M 751	81%	632	68%	338	37%	214	23%	55	6%	0	0%	2	0%	23	2%	55	6%	6	1%
Paraprofessionals	4		3	75%	2	50%	1	25%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
	F 4	100%	3	75%	2	50%	1	25%	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%
Administrative Support	998		939	94%	523	52%	139	14%	233	23%	5	1%	0	0%	39	4%	9	1%	16	2%
	F 529	53%	507	51%	344	34%	75	8%	64	6%	1	0%	0	0%	23	2%	5	1%	9	1%
	M 469	47%	432	43%	179	18%	64	6%	169	17%	4	0%	0	0%	16	2%	4	0%	7	1%
Skilled Craft	15,875		11,255	71%	5,405	34%	2,171	14%	2,872	18%	74	0%	7	0%	726	5%	341	2%	50	0%
	F 510	3%	475	3%	342	2%	72	0%	36	0%	0	0%	1	0%	24	0%	2	0%	6	0%
	M 15,365	97%	10,780	68%	5,063	32%	2,099	13%	2,836	18%	74	0%	6	0%	702	4%	339	2%	44	0%
Service Maintenance	27,504		24,739	90%	15,587	57%	6,175	22%	2,021	7%	67	0%	4	0%	885	3%	494	2%	102	0%
	F 7,352	27%	7,084	26%	5,295	19%	1,342	5%	192	1%	20	0%	2	0%	233	1%	60	0%	36	0%
	M 20,152	73%	17,655	64%	10,292	37%	4,833	18%	1,829	7%	47	0%	2	0%	652	2%	434	2%	66	0%
Total	48,025		39,701	83%	22,873	48%	9,140	19%	5,668	12%	151	0%	16	0%	1,853	4%	1,031	2%	270	1%

* American Indian/Alaskan Native

**Native Hawaiian Other Pacific Islander

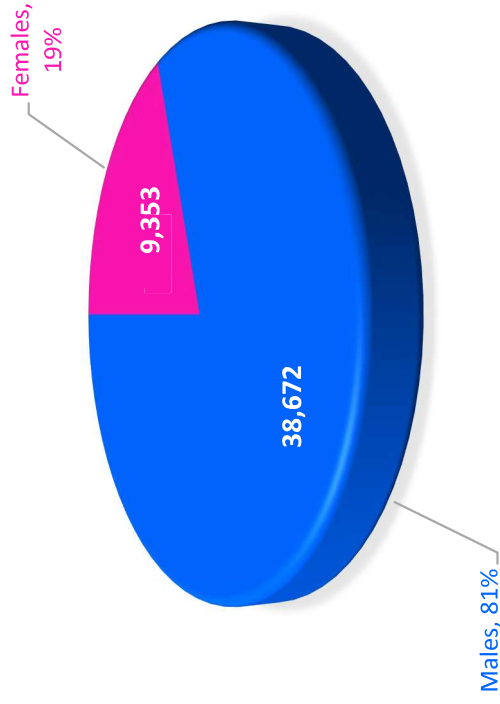
***Person with Disability

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

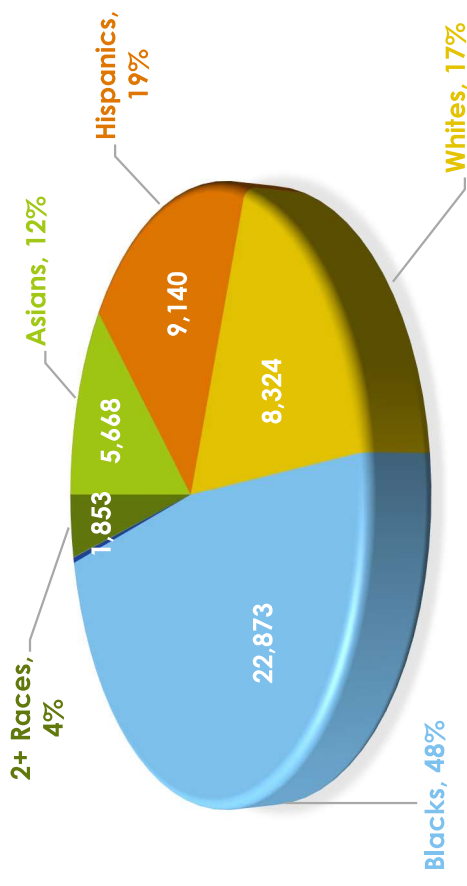


MTA NYCT Workforce as of December 31, 2023

WORKFORCE BY SEX



WORKFORCE BY RACE/ETHNICITY



MTA NYCT employed **48,025** employees: **19% (9,353)** of the workforce were **females**, **83% (39,701)** minorities, **2% (1,031)** veterans and **1% (270)** self identified as a **person with a disability**.

- ❑ The percentage of females employed in the workforce **remained constant** with a net change of **560** employees when compared to 4th Quarter 2022.
- ❑ The percentage of minorities in the workforce has **increased** by **one** percentage point with a net change of **1,238** employees when compared to 4th Quarter 2022.



MTA NYCT Underutilization Analysis

MTA NYCT has conducted an availability analysis of females and minorities in its workforce. The availability analysis consists of comparing **MTA NYCT'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*		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	%	Avail
Officials & Administrators	F	9%	13%	2%	4%	1%	2%	0%	0%	0%	0%	0%	1%	1%	1%	4%
	M	25%	21%	12%	13%	9%	10%	0%	0%	0%	0%	2%	5%			
Professionals	F	11%	19%	4%	6%	6%	8%	0%	0%	0%	0%	1%	3%	9%	5%	
	M	9%	14%	5%	6%	11%	11%	0%	0%	0%	0%	1%	4%			
Technicians	F	6%	11%	2%	3%	2%	1%*	0%	0%	0%	0%	0%	0%	3%	2%	
	M	15%	23%	10%	10%	17%	28%	0%	0%	0%	0%	0%	3%			
Protective Services	F	9%	13%	7%	4%	1%	0%	0%	0%	0%	0%	0%	1%	9%	1%	
	M	19%	37%	14%	23%	3%	6%	0%	0%	0%	0%	0%	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 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*		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 %
Paraprofessionals	F	13%	50%	8%	25%	2%	0%*	5%	0%	0%	0%	0%	0%	15%	25%
	M	8%	0%	3%	0%	7%	0%*	0%	0%	0%	0%	0%	0%		
Administrative Support	F	14%	34%	3%	8%	1%	6%	0%	0%	0%	0%	0%	0%	1%	2%
	M	6%	18%	2%	6%	5%	17%	0%	0%	0%	0%	0%	0%		
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%	0%	0%	4%	1%
	M	17%	37%	21%	18%	5%	7%	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 indicate underutilization

MTA New York City Transit (NYCT)

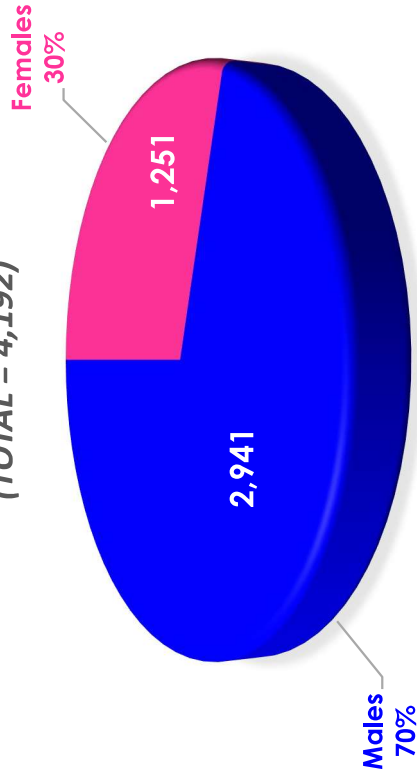
New Hires and Separation

January 1, 2023 – December 31, 2023

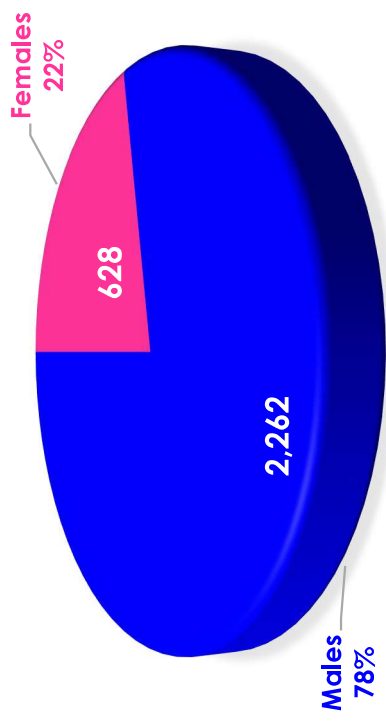


MTA NYCT New Hires and Separations by Sex January 1, 2023 to December 31, 2023

NEW HIRES BY SEX
(TOTAL = 4,192)



SEPARATION BY SEX
(TOTAL = 2,890)

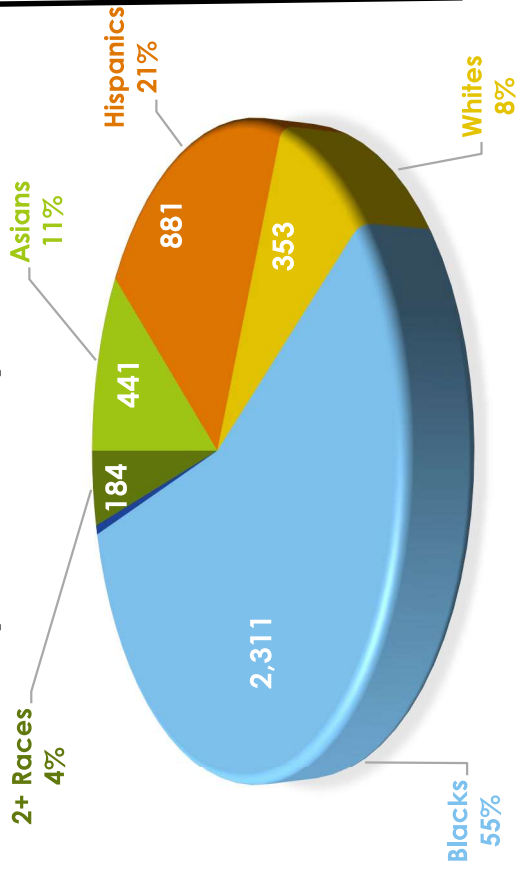


As of the 4th Quarter 2023, MTA NYCT hired **4,192** employees, **1,251** females and **2,941** males. During this same time period, **2,890** employees separated from MTA NYCT, **628** females and **2,262** males.

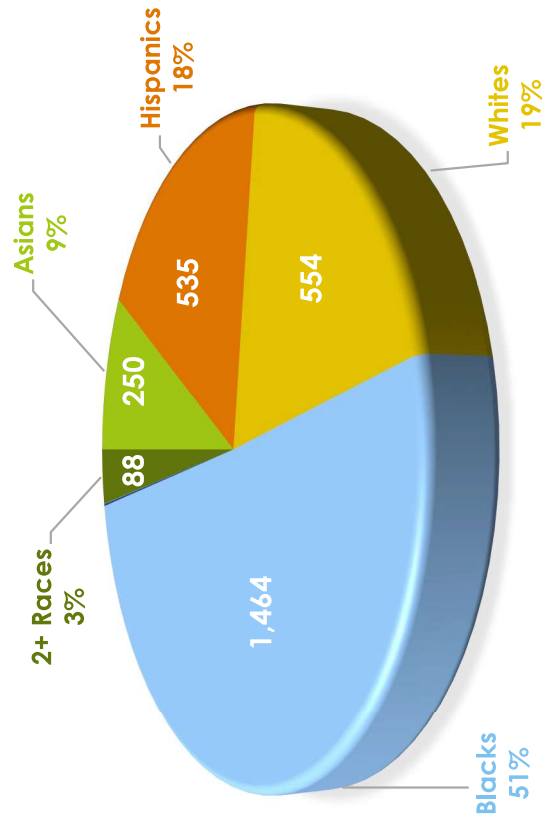
- The result was a net **increase** of **623** female and **679** male employees.
- The number of employees who self-identified as veterans decreased by **27** employees. There were **55** veterans **hired** and **82** veterans **separated** during 2023.

MTA NYCT New Hires and Separations by Race/Ethnicity

NEW HIRE BY RACE/ETHNICITY
(TOTAL = 4,192)



SEPARATION BY RACE/ETHNICITY
(TOTAL = 2,890)



During the 4th Quarter 2023, MTA NYCT hired **4,192** employees, **3,839** minorities and **353** non-minorities. During this same time period **2,890** employees separated from MTA NYCT, **2,336** minorities and **554** non-minorities.

- The result was a net **increase** of **1,503 minority** employees.
- The number of employees that self identified as a person with a disability **decreased** by **6** employees. There were **16** persons with disabilities **hired** and **22** persons with disabilities **separated** during 2023.



MTA New York City Transit (NYCT)

Complaints and Lawsuits

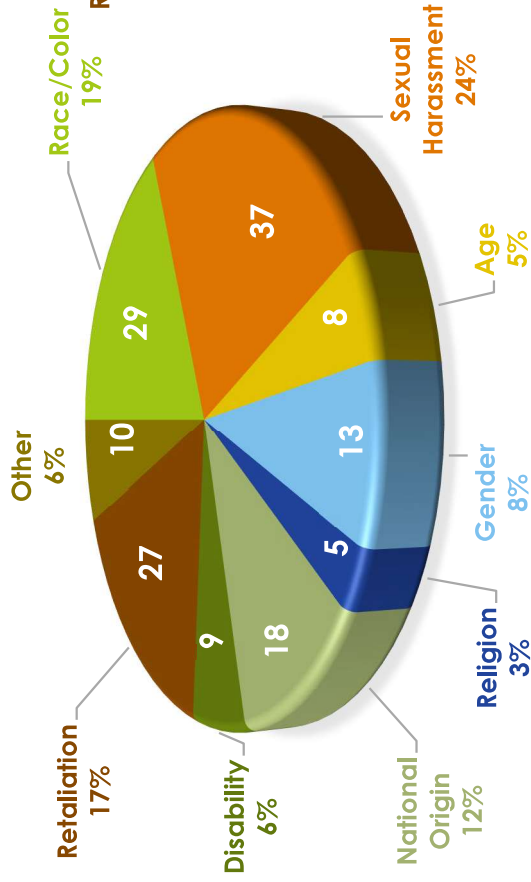
January 1, 2023 –December 31, 2023



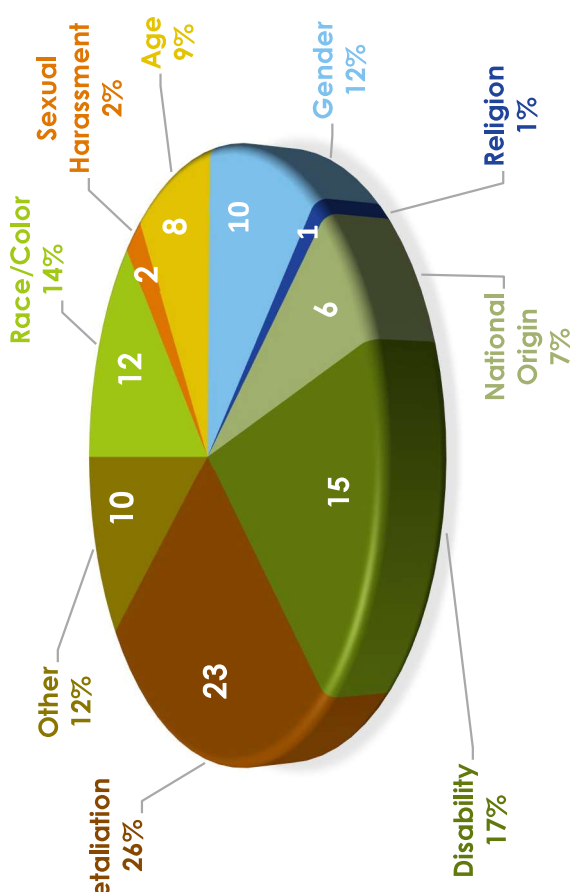
MTA NYCT

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



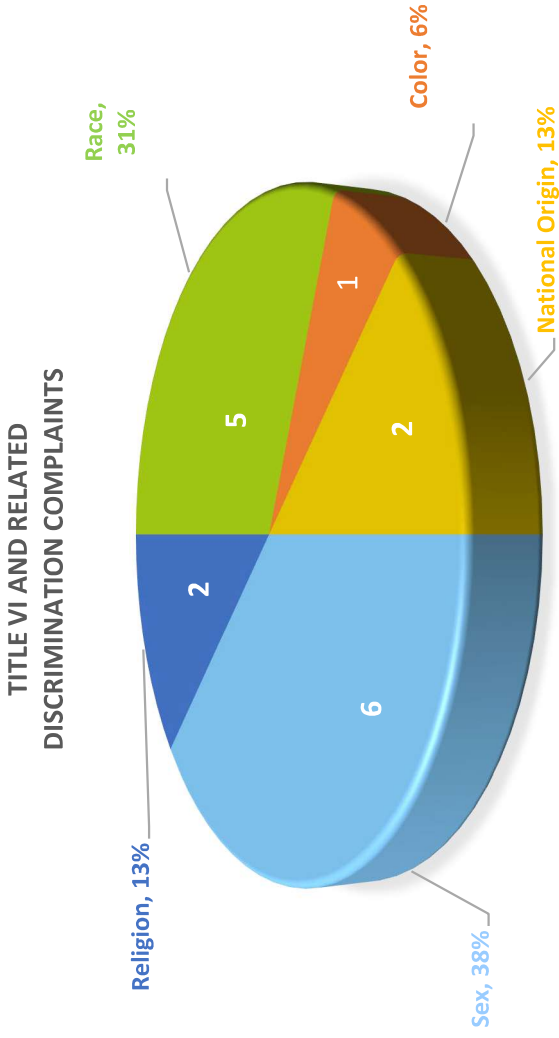
125 EEO complaints were filed* citing **243** separate bases, and **14** lawsuits were filed.

- 83 filed internal complaints.
- 56 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 December 31, 2023



12 Title VI and related discrimination complaints were filed citing **16** separate bases.

- 4 Title VI complaints were filed.
- 8 related discrimination complaint** 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.