

# MTA Bus Company

## Diversity and Equal Opportunity

### 2<sup>nd</sup> Quarter Progress Report

**September 23, 2024**



# MTA Bus' Workforce as of June 30, 2024

JOB CATEGORY	TOTAL		Minorities		WHITES		BLACKS		HISPANICS		ASIANS		AI/AN*		NHOPI**		2+ RACES		VETERANS		PWD***	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
<b>Officials &amp; Administrators</b>	<b>189</b>		<b>137</b>	<b>72%</b>	<b>52</b>	<b>28%</b>	<b>55</b>	<b>29%</b>	<b>40</b>	<b>21%</b>	<b>23</b>	<b>12%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>19</b>	<b>10%</b>	<b>14</b>	<b>7%</b>	<b>11</b>	<b>6%</b>
F	40	21%	33	17%	7	4%	22	12%	3	2%	3	2%	0	0%	0	0%	5	3%	0	0%	0	0%
M	149	79%	104	55%	45	24%	33	17%	37	20%	20	11%	0	0%	0	0%	14	7%	14	7%	11	6%
<b>Professionals</b>	<b>83</b>		<b>64</b>	<b>77%</b>	<b>19</b>	<b>23%</b>	<b>24</b>	<b>29%</b>	<b>13</b>	<b>16%</b>	<b>18</b>	<b>22%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>9</b>	<b>11%</b>	<b>6</b>	<b>7%</b>	<b>3</b>	<b>4%</b>
F	34	41%	31	37%	3	4%	14	17%	8	10%	5	6%	0	0%	0	0%	4	5%	2	2%	3	4%
M	49	59%	33	40%	16	19%	10	12%	5	6%	13	16%	0	0%	0	0%	5	6%	4	5%	0	0%
<b>Technicians</b>	<b>0</b>		<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>
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%
<b>Protective Services</b>	<b>4</b>		<b>3</b>	<b>75%</b>	<b>1</b>	<b>25%</b>	<b>2</b>	<b>50%</b>	<b>1</b>	<b>25%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>
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%
<b>Paraprofessionals</b>	<b>0</b>		<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>
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%
<b>Administrative Support</b>	<b>17</b>		<b>16</b>	<b>94%</b>	<b>1</b>	<b>6%</b>	<b>11</b>	<b>65%</b>	<b>1</b>	<b>6%</b>	<b>2</b>	<b>12%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>2</b>	<b>12%</b>	<b>0</b>	<b>0%</b>	<b>2</b>	<b>12%</b>
F	13	76%	12	71%	1	6%	8	47%	1	6%	2	12%	0	0%	0	0%	1	6%	0	0%	2	12%
M	4	24%	4	24%	0	0%	3	18%	0	0%	0	0%	0	0%	0	0%	1	6%	0	0%	0	0%
<b>Skilled Craft</b>	<b>650</b>		<b>487</b>	<b>75%</b>	<b>163</b>	<b>25%</b>	<b>225</b>	<b>35%</b>	<b>103</b>	<b>16%</b>	<b>84</b>	<b>13%</b>	<b>4</b>	<b>1%</b>	<b>7</b>	<b>1%</b>	<b>64</b>	<b>10%</b>	<b>19</b>	<b>3%</b>	<b>4</b>	<b>1%</b>
F	2	0%	2	0%	0	0%	2	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%
M	648	100%	485	75%	163	25%	223	34%	103	16%	84	13%	4	1%	7	1%	64	10%	18	3%	4	1%
<b>Service Maintenance</b>	<b>2,936</b>		<b>2,660</b>	<b>91%</b>	<b>276</b>	<b>9%</b>	<b>1,556</b>	<b>53%</b>	<b>724</b>	<b>25%</b>	<b>239</b>	<b>8%</b>	<b>12</b>	<b>0%</b>	<b>2</b>	<b>0%</b>	<b>127</b>	<b>4%</b>	<b>42</b>	<b>1%</b>	<b>11</b>	<b>0%</b>
F	411	14%	395	13%	16	1%	270	9%	106	4%	3	0%	1	0%	0	0%	15	1%	2	0%	0	0%
M	2,525	86%	2,265	77%	260	9%	1,286	44%	618	21%	236	8%	11	0%	2	0%	112	4%	40	1%	11	0%
<b>Total</b>	<b>3,879</b>		<b>3,367</b>	<b>87%</b>	<b>512</b>	<b>13%</b>	<b>1,873</b>	<b>48%</b>	<b>882</b>	<b>23%</b>	<b>366</b>	<b>9%</b>	<b>16</b>	<b>0%</b>	<b>9</b>	<b>0%</b>	<b>221</b>	<b>6%</b>	<b>81</b>	<b>2%</b>	<b>31</b>	<b>1%</b>

\*American Indian/Alaskan Native

\*\*Native Hawaiian Other Pacific Islander

\*\*\*Persons With Disabilities

F represent employees who Self-Identified as Females M represent employees who Self-Identified as Males

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



# MTA Bus' Workforce – 2Q

## 3879 strong as of June 30, 2024



**13% (501) self-identified as females**



**86% (3,367) self-identified as minorities**

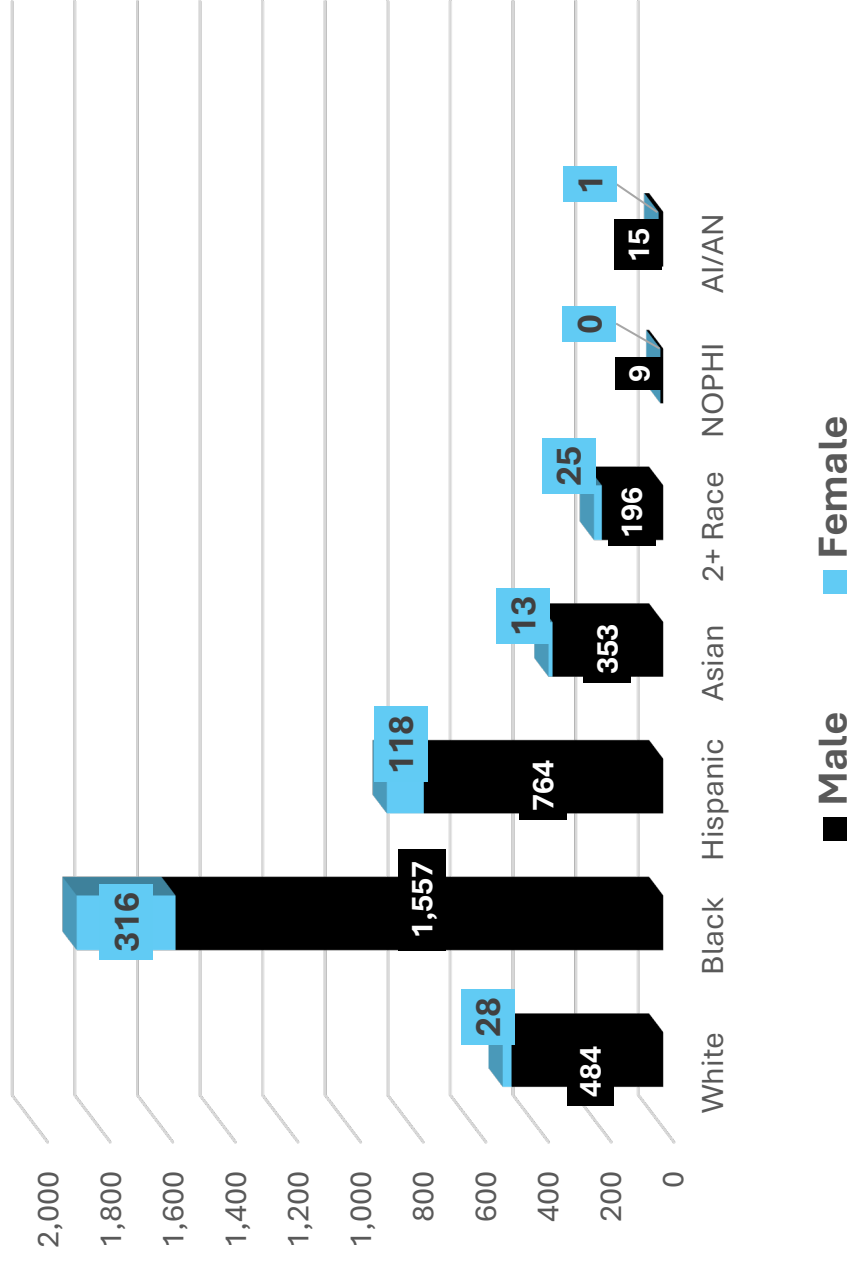


**2% (81) veterans**

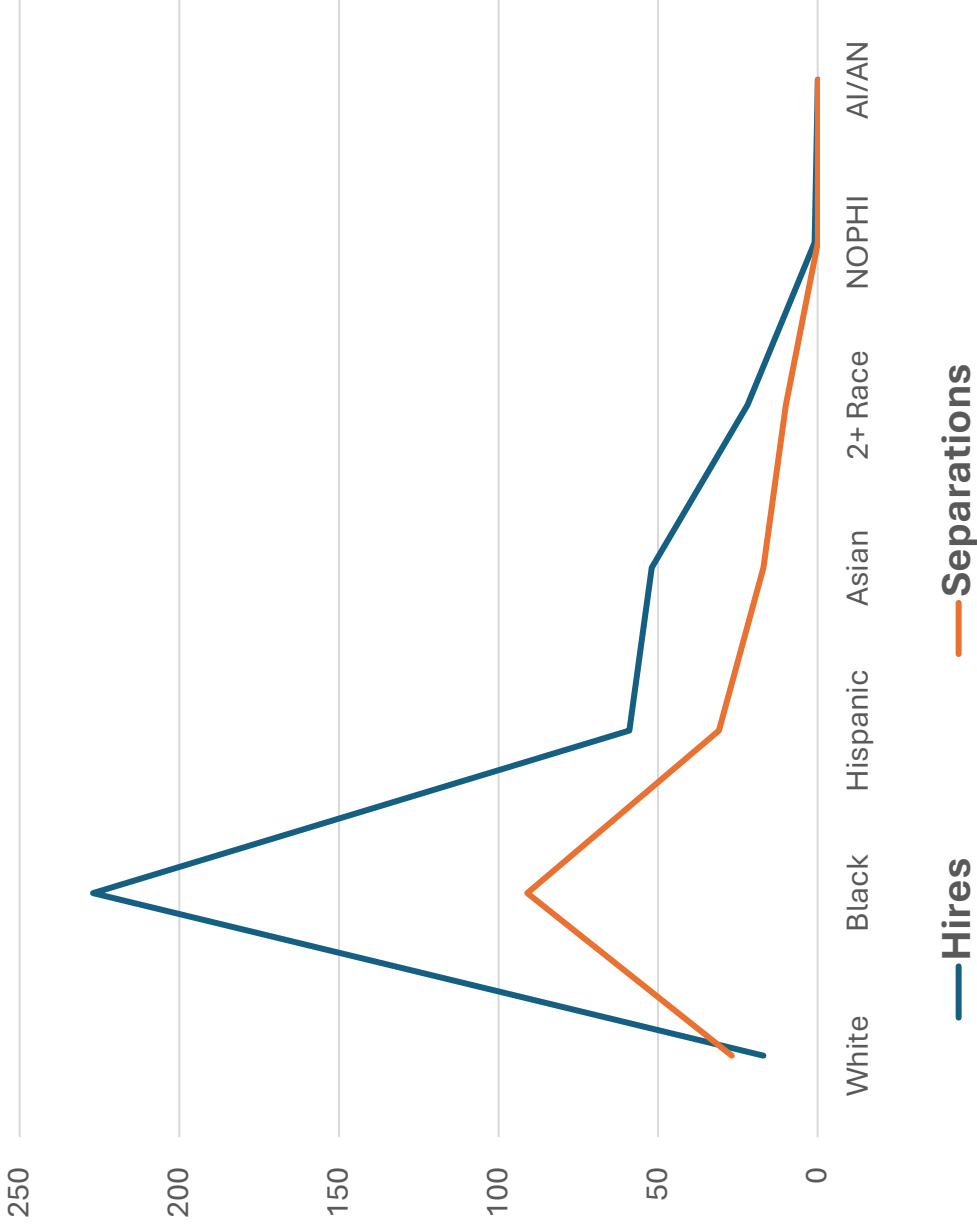


**1% (31) self-identified as a persons with a disability.**

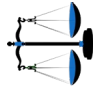
Workforce by Sex and Ethnicity



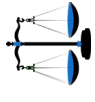
## Hires and Separations January 1, 2024 – June 30, 2024



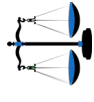
**378 new hires and 176 separations resulted in the following:**



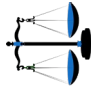
A net **increase of 25** self-identified **female** and **177** self-identified **male** employees.



A net **increase of 212** minorities



A net **decrease of 1** self identified **veteran**, and



The self identified **individuals with a disability** has remained constant with 2 separations and 2 new hires.

# All Agency Employee Resource Groups Quarterly Highlights



Abilities ERG presents  
**All-Agency Accessible Programs**

Join us for an insightful discussion. Learn how you can contribute to making the MTA more inclusive for everyone.



Thursday, July 25  
12:30 PM – 1:30 PM  
2 Broadway, 20th Floor conference room  
Register to attend in person or online



## Abilities Pride Month July 2024

In honor of Disability Pride Month, Abilities ERG in conjunction with The Office of Accessibility highlighted the various dedicated transportation programs offered at MTA for people with disabilities. The event consisted of a panel of MTA employees highlighting a particular program(s), such as NavLens (Smartphone App that translates visual information) and Magnus (Smartphone app that assists customers with cognitive disabilities).

## Intersectionality Month August 2024

Multicultural ERG commemorated Intersectionality Awareness Month by interviewing MTA Chief Accessibility Officer, Quemuel Arroyo. The interview included questions about his career, executive role, volunteer activities, and community work. He also dived into his multiple identities and how they have shaped him both personally and professionally



**Intersectionality Awareness Month**  
Lunch and Learn with  
Quemuel Arroyo, Chief Accessibility Officer

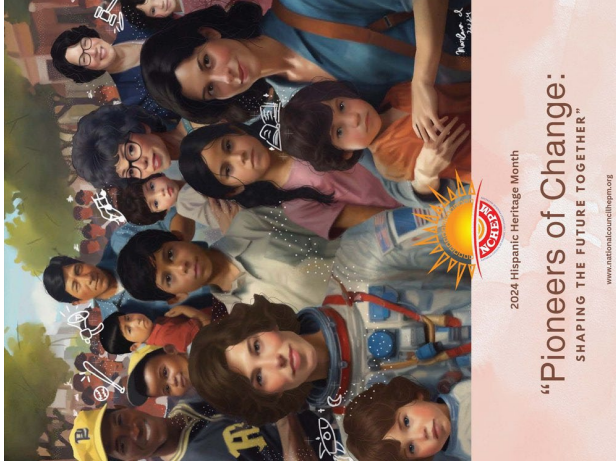
**intersectionality**  
noun /in-ter-sek-shuh-mal-i-tee/  
The interconnection of social identities which shape an individual's experiences and opportunities.

Register to attend in person or online  
Tuesday, August 20  
12 PM – 1 PM  
2 Broadway, 20th Floor Conference Room 1  
Sponsored by the Multicultural Employee Resource Group



# All Agency Employee Resource Groups (ERG) 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 20 Cafecito Chat with Lourdes Zapata (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 has invited Lourdes Zapata MTA, Chief Diversity & Inclusion Officer, to a Cafecito chat (an interview), to allow MTA employees to learn about her executive role, heritage and to obtain professional insight.

**September 26 Hispanic Heritage Month Celebration** - In commemoration of Hispanic Heritage Month and in honor of this year's Hispanic Heritage national theme "Pioneers of Change: Shaping the Future Together", Latinos & Friends ERG will celebrate the Hispanic community and recognize MTA Employees who have been trailblazers in the transportation industry.

**October 4 Cafecito Chat with Jose La Salle- (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 has invited Jose La Salle- Subway's Weekend Czar to a Cafecito chat (an interview) to allow MTA employees to learn about his executive role, heritage, and to obtain professional insight.

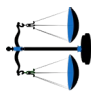
**MTA Strategic Priority – Revive Talent and Culture**



# Complaints and Lawsuits

January 1, 2024 – June 30, 2024

# Title VI and Related Discrimination Complaints



**9** Title VI and Related\*\* complaints were **filed** citing **10** separate bases

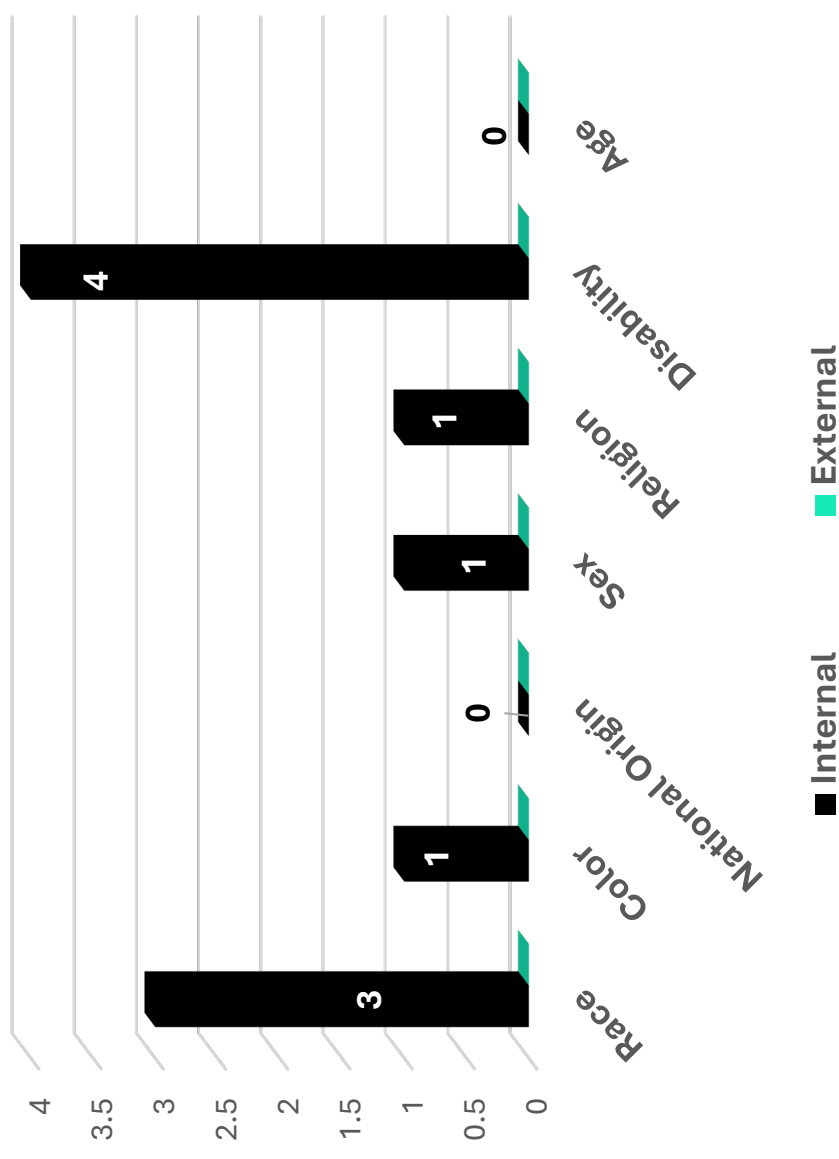


The most frequently cited basis was **Disability**



There were **0** Title VI complaints filed with **external agencies** and **0** Title VI **Lawsuits** filed

Title VI and Related Discrimination Complaints  
by Bases



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

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



# Employment Discrimination Complaints



**4** complaints were **filed** citing **11** separate bases

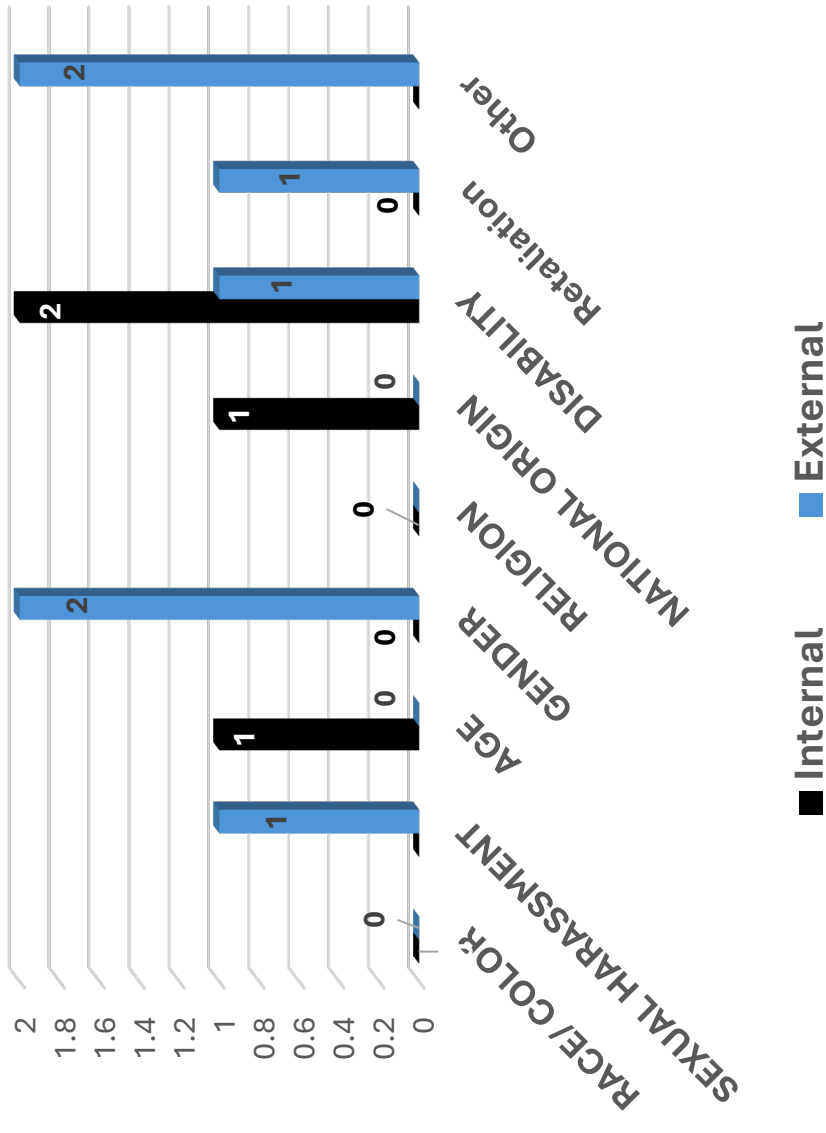


The most frequent singularly-cited\*\* basis was **Disability**



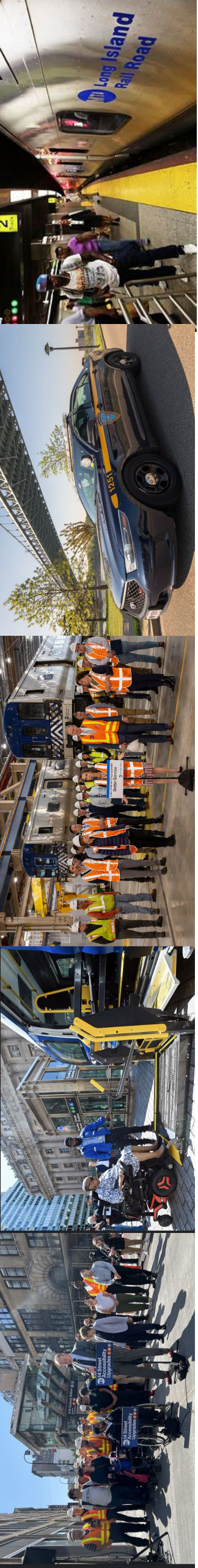
There were **0** lawsuits filed

Internal and External Complaints  
by Bases



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

Note: \*\* “Other” consists of any of the remaining 12 legally protected bases not individually shown. Additionally, numerous incoming matters were also handled during this time period.



# Five-Year Diversity, Equity, and Inclusion (DEI) Strategic Plan NYCT & MTA Bus Company Initiatives

**Year 1  
(July 1, 2023 – June 30, 2024)  
Progress Report**



## AGENCYWIDE 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 customers, communities, and stakeholders.

### New York City Transit Customer Strategy 5

Create dedicated stroller space on fifty-seven (57) local and select routes operating out of six depots that served a combined 250,000 daily weekly riders in 2021 and include some of the busiest routes in the system. The Bus Open Stroller Pilot is retrofitting all local and select buses operating out of six depots with designated stroller spaces.

- **Planned Year 1 Action:** Dedicated stroller space allows riders with young children to board without needing to fold their strollers first. Added stroller space on buses will be either an open space near the rear door or a space created by flipping up two side-by-side seats, depending on the bus model. This new space preserves the integrity of our on-bus accessibility for customers with disabilities.

### New York City Transit Community Strategy 6

Broaden the use of technology to ensure that the quality of life in under-served communities is enhanced and improved. Achieve organizational excellence by transitioning to zero-emission bus service by 2039 while also training workers in the new technology, maintaining service, and prioritizing communities most affected by poor air quality and climate change.

- **Planned Years 1 – 5 Actions:** The MTA is committed to the transition of its entire bus fleet and non-revenue vehicle fleet to zero-emission vehicles by 2040. Following through and achieving this commitment will require an unprecedented level of investment and fundamental changes across all aspects of bus operations. Achieving the target of 100% zero-emissions by 2040 is an ambitious goal. Zero-emissions bus purchases must be rapidly scaled up, and all new bus deliveries must be zero-emissions by 2029. Over the transition period, every bus depot will require infrastructure installation, facility modifications, and the addition of new power supply or other fueling infrastructure. The MTA is committed to prioritizing equity and environmental justice in the transition to a 100% zero-emissions bus fleet. NYC's buses serve a disproportionate share of low-income and minority households in NYC compared to other modes of transportation, including subways. Transitioning the bus fleet to zero-emissions will provide a direct air quality benefit to these traditionally disadvantaged communities. The transition will also reduce carbon emissions, mitigating the impacts of climate change, which are expected to fall most heavily on traditionally disadvantaged communities like NYCT's bus riders. To do this, the MTA has developed an Environmental Justice Score, which combines considerations of equity and air quality to ensure that the benefits accrue to those communities most affected.





## AGENCYWIDE 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.

### New York City Transit Workforce Development Strategy 6

Provide administrative employees within the Department of Subways insight and hands-on exposure to the operations of the subway in a way where they experience growth and greater understanding. The program will engage current administrative employees and provide development opportunities through sharing insight into the operations. This level of engagement will also help staff build personal connections across the department, increase familiarity with DOS assets, and increase appreciation for the complexities of running one of the oldest, largest, and busiest transportation systems on the continent.

- **Planned Year 1 Action:** Work collaboratively with DOS division heads to develop and design the program. Determine the duration, population size, eligibility, and advantages to joining the program. Develop curriculum (assessments, resources, tests), establish the program schedule (involve leaders, set training dates, invite speakers, prepare shadow counterpart), create marketing and communication plan (for applications).

## AGENCYWIDE Goal 4: PROVIDE PLATFORM FOR COLLABORATIVE, EFFECTIVE COMMUNICATION AND ENGAGEMENT

Apply an equity lens to our decision-making process when collaborating 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.

### New York City Transit Customer and Community Strategy 3

Working collaboratively with NYCT's Diversity & EEO department, Operations Planning, the Office of Accessibility, the Office of System Safety, MTA Construction & Development, and community-based stakeholders, ensure the New York City Department of Subways brings an equity lens to planning, designing, and implementing pilot programs for subway services, such as wide-aisle gates and wayfinding translation. An equity lens ensures that the agency meets the needs of all people served or affected by our transportation decisions, including seniors, people with disabilities, low-income people, and people who live in underserved communities.

- **Planned Year 1 Action:** Once the decision has been made to move forward with a DOS project that will involve piloting the idea before system-wide implementation, a meeting will need to take place with the necessary stakeholders advising them to utilize an equity lens when determining the locations for the pilot. They should be identifying KPIs for the locations that the pilot would be best suited at, as well as looking at underserved communities. The project management team should engage the stakeholders and come to a mutually agreeable decision on the location(s) selected for the pilot(s).




# NYCT & MTA Bus Company Year-One Strategies Progress



**Customer Strategy  
Goal 1 Strategy 5**

**Completed** 

**Community Strategy  
Goal 1 Strategy 6**

**Completed** 

**Workforce Strategy  
Goal 2 Strategy 6**

**ON →  
TRACK**

**Customer & Community  
Goal 4 Strategy 3**

**Completed** 