



Metro-North Railroad (MNR) Diversity and Equal Opportunity 2nd Quarter Progress Report

September 23, 2024



MNR's Workforce as of June 30, 2024

JOB CATEGORY	TOTAL		Minorities		WHITES		BLACKS		HISPANICS		ASIANS		AI/AN*		NHOP1**		2+ RACES		VETERANS		PWD***	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Officials & Administrators	681		270	40%	411	60%	92	14%	78	11%	54	8%	3	0%	1	0%	42	6%	43	6%	21	3%
F	147	22%	94	14%	53	8%	34	5%	28	4%	18	3%	2	0%	0	0%	12	2%	6	1%	5	1%
M	534	78%	176	26%	358	53%	58	9%	50	7%	36	5%	1	0%	1	0%	30	4%	37	5%	16	2%
Professionals	192		115	60%	77	40%	40	21%	31	16%	27	14%	2	1%	0	0%	15	8%	2	1%	5	3%
F	45	23%	35	18%	10	5%	17	9%	8	4%	5	3%	1	1%	0	0%	4	2%	0	0%	3	2%
M	147	77%	80	42%	67	35%	23	12%	23	12%	22	11%	1	1%	0	0%	11	6%	2	1%	2	1%
Technicians	164		78	48%	86	52%	35	21%	19	12%	8	5%	0	0%	0	0%	16	10%	17	10%	7	4%
F	18	11%	16	10%	2	1%	11	7%	4	2%	0	0%	0	0%	0	0%	1	1%	2	1%	2	1%
M	146	89%	62	38%	84	51%	24	15%	15	9%	8	5%	0	0%	0	0%	15	9%	15	9%	5	3%
Protective Services	31		8	26%	23	74%	2	6%	3	10%	0	0%	0	0%	0	0%	3	10%	2	6%	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	31	100%	8	26%	23	74%	2	6%	3	10%	0	0%	0	0%	0	0%	3	10%	2	6%	0	0%
Paraprofessionals	4		1	25%	3	75%	0	0%	1	25%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
F	2	50%	1	25%	1	25%	0	0%	1	25%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
M	2	50%	0	0%	2	50%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Administrative Support	201		136	68%	65	32%	71	35%	33	16%	7	3%	1	0%	0	0%	24	12%	8	4%	4	2%
F	82	41%	67	33%	15	7%	36	18%	13	6%	3	1%	1	0%	0	0%	14	7%	2	1%	4	2%
M	119	59%	69	34%	50	25%	35	17%	20	10%	4	2%	0	0%	0	0%	10	5%	6	3%	0	0%
Skilled Craft	2,931		1,109	38%	1,822	62%	504	17%	371	13%	51	2%	13	0%	0	0%	170	6%	217	7%	43	1%
F	43	1%	31	1%	12	0%	23	1%	4	0%	1	0%	0	0%	0	0%	3	0%	2	0%	2	0%
M	2,888	99%	1,078	37%	1,810	62%	481	16%	367	13%	50	2%	13	0%	0	0%	167	6%	215	7%	41	1%
Service Maintenance	2,174		1,029	47%	1,145	53%	547	25%	291	13%	46	2%	3	0%	2	0%	140	6%	114	5%	17	1%
F	386	18%	249	11%	137	6%	157	7%	53	2%	5	0%	1	0%	2	0%	31	1%	9	0%	3	0%
M	1,788	82%	780	36%	1,008	46%	390	18%	238	11%	41	2%	2	0%	0	0%	109	5%	105	5%	14	1%
Total	6,378		2,746	43%	3,632	57%	1,291	20%	827	13%	193	3%	22	0%	3	0%	410	6%	403	6%	97	2%

* 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.



MNR's Workforce – 2Q

6,378 strong as of June 30, 2024



11% (723) self-identified as females



43% (2,746) self-identified as minorities

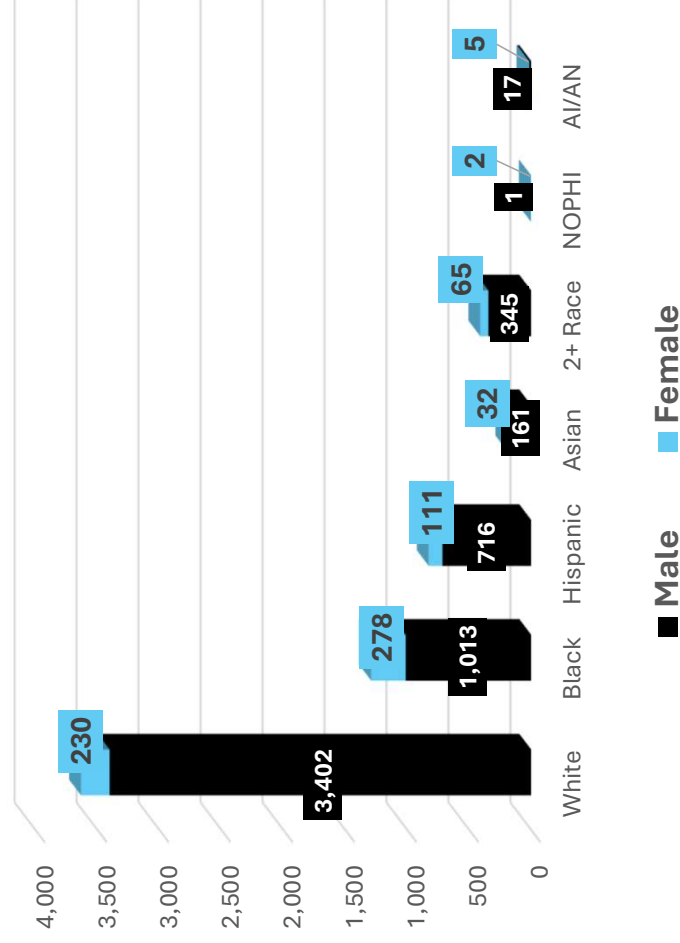


6% (403) veterans

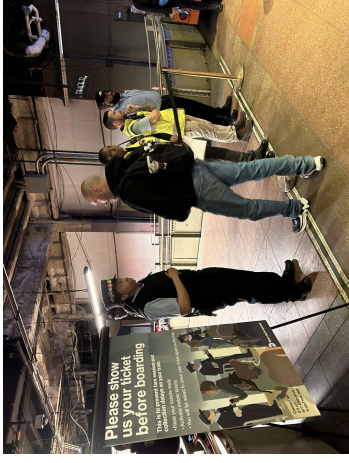
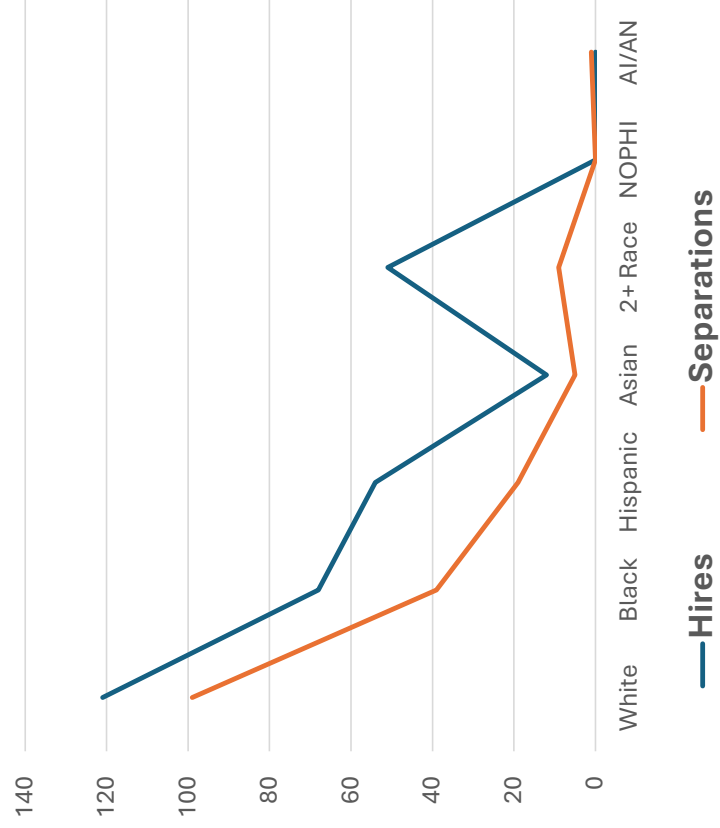


2% (97) self-identified as a persons with a disability.

Workforce by Sex and Ethnicity



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



306 new hires and 172 separations resulted in the following:



A net increase of 9 self-identified female and 125 self-identified male employees.



A net increase of 112 minorities



A net decrease of 10 self-identified veteran, and



A net decrease of 4 self-identified individuals with a disability

All Agency Employee Resource Groups (ERGs) 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 NaviLens (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 multicultural 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-nal-lee/
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



MTA Strategic Priority – Revive Talent and Culture

Hispanic Heritage Month (September 15 – October 15)

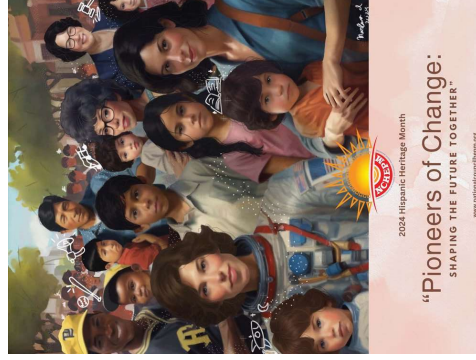
September 13 Como Yo - Fun and exciting Free 4-week program for MTA colleagues to connect, learn, and practice conversational Spanish. Learning conversational Spanish allows employees to gain an appreciation for Spanish culture and allows them to better communicate with Spanish-speaking colleagues and 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



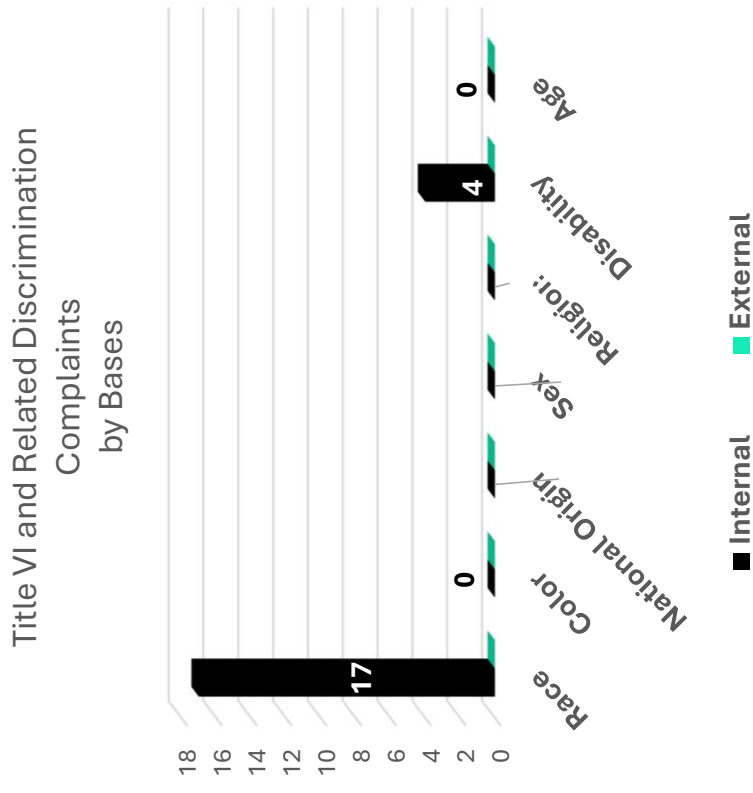
15 Title VI and Related** complaints were **filed** citing **21** separate bases*



The most frequently cited basis was **Race**



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






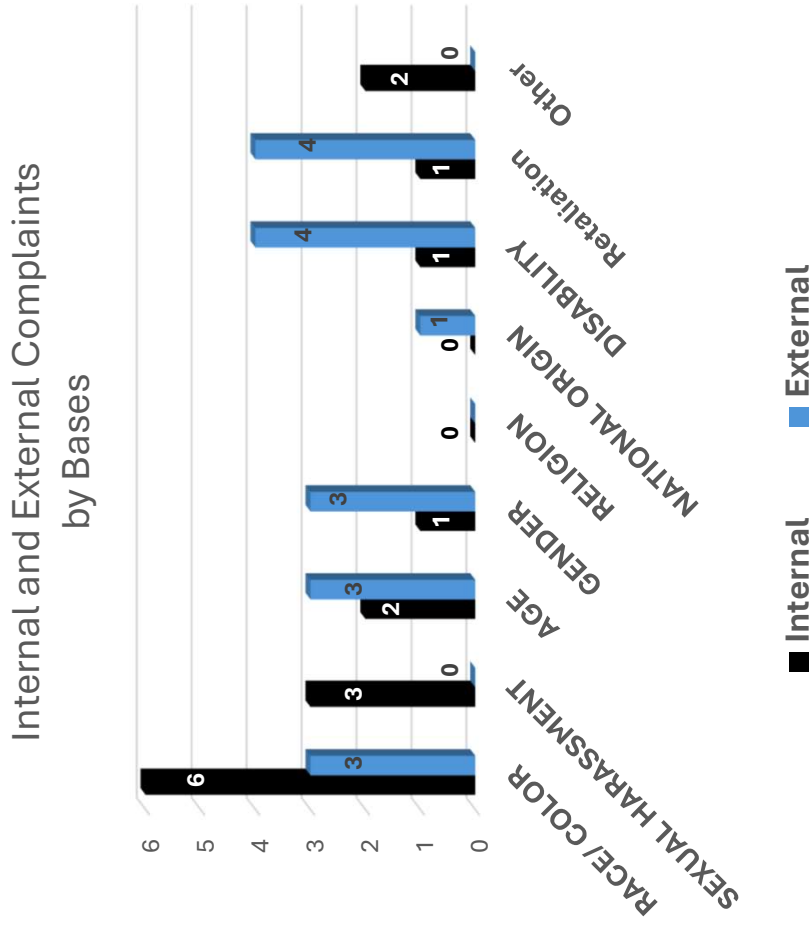
*Note: *Formal complaints can be filed alleging multiple bases.*

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

Employment Discrimination Complaints



-  **20** complaints were **filed** citing **34** separate bases
-  The most frequent singularly-cited** basis was **Race/Color**
-  There was **1** lawsuit filed



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

MNR 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.

Metro-North Railroad and MTA Construction & Development Customer and Community Strategy 8

The MTA will address ADA accessibility and State of Good Repair conditions at three (3) Metro-North Railroad stations serving the Harlem Line in the Bronx. Upon completion of this goal, more than 75% of Metro-North full-service stations will be ADA-compliant. Two stations, Williams Bridge and Woodlawn, will become fully compliant with a third station, Botanical Garden, enhancing its accessibility by replacing existing ramps and elevator cabs and making repairs.

- **Planned Year 1 Action:** Begin procurement of third-party design-builder. Award contract at the end of year.

Metro-North Railroad and Long Island Rail Road Customer Strategy 9

Expand CityTicket to peak hour travel on Long Island Rail Road and Metro-North Railroad. This is included as a DEI strategy because it primarily supports a diverse population of NYC-based customers, some of whom are socioeconomically disadvantaged. This initiative supports convenient, low-cost, and shorter travel times for customers who travel within the city on MTA's commuter railroads. CityTickets are good for one-way travel that begins and ends within New York City. LIRR riders can change trains at Jamaica Station as long as they continue their trip in the same direction.

- **Planned Year 1 Action:** Launch of peak CityTicket effective August 20, 2023, and initial monitoring of sales into 2024. Incorporate CityTicket questions into the bi-annual Customer Counts Survey to understand awareness of the expanded Peak CityTicket offering and utilization, including demographic data.



AGENCYWIDE 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.

Metro-North Railroad and Long Island Rail Road Cultural Strategy 7

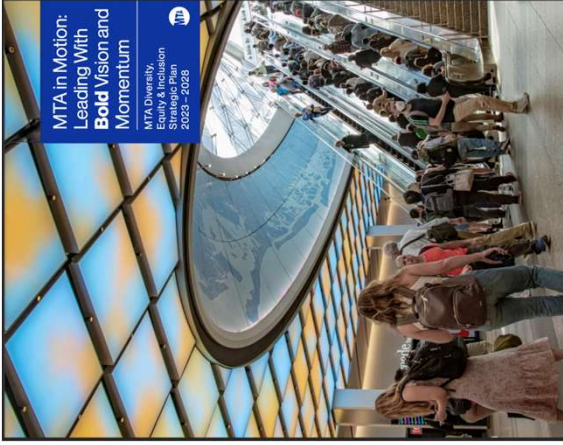
Develop inclusive leaders at all levels through targeted professional development and training.

- **Planned Year 1 and 2 Actions:** Connect leadership performance to D&I activation and outcomes. Define a common set of expectations for inclusive leadership behaviors and integrate behaviors into leadership competency model with key performance indicators. Embed competencies into leadership performance metrics that will be measured annually during their performance review.

Metro-North Railroad and Long Island Rail Road Customer Strategy 8

Educate employees about the various departments and functions that comprise each agency to support professional advancement and retention of railroad employees.

- **Planned Year 1 and 2 Actions:** Hold and record lunch hours sessions that educate the workforce on various departments and their functions, highlighting opportunities for growth and the requirements ensuring all are aware of opportunities at the railroads.



AGENCYWIDE GOAL 4: PROVIDE A 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.

Long Island Rail Road and Metro-North Railroad Customer and Community Strategy 5

Long Island Rail Road and Metro-North will use meaningful, inclusive, and community-driven approaches for proactive outreach and engagement with riders and communities. Long Island Rail Road and Metro-North will be responsive to and advance equity in decisions for our customers and the community.

- **Planned Year 1 Action:** Create access for riders to provide feedback directly to senior leadership in order to hear a wide range of views.

Long Island Rail Road and Metro-North Railroad Community Strategy 6

Create modes of communication for continuous dialogue with community leaders that allow for deliberate and transparent engagement.

- **Planned Year 1 Action:** Open the lines of communication with informative newsletters and presentations with opportunities to learn about Metro-North operations.



Metro-North Railroad Year-One Strategies Progress



**Customer & Community Strategy
Goal 1 Strategy 8**

Completed

**Customer Strategy
Goal 1 Strategy 9**

Completed

**Workforce Strategy
Goal 3 Strategy 7**

Completed

Metro North-Railroad Year-One Strategies Progress



**Workforce Strategy
Goal 3 Strategy 8**

Completed 

**Customer and Community Strategy
Goal 4 Strategy 5**

Completed 

**Community Strategy
Goal 4 Strategy 6**

Completed 