



SFMTA

Racial Equity Updates

Progress Report on the Implementation of the
SFMTA Racial Equity Action Plan

Josephine Ayankoya | Racial Equity Officer
Office of Racial Equity & Belonging (OREB)

MTA Board of Directors Meeting

Tuesday, March 1, 2022

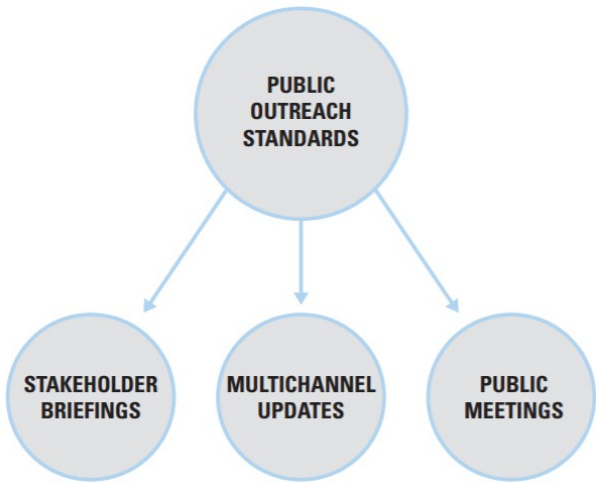
Agenda | Racial Equity Updates

- I. Building an SFMTA Racial Equity Ecosystem
- II. Racial Equity in Hiring
- III. Racial Equity in Pipeline Programs
- IV. Discipline-Related Racial Equity Efforts
- V. Equity Training (Inclusive of Racial Equity, Mobility Justice & Transit Equity)
- VI. Racial Equity Policy
- VII. Staff Belonging & Wellbeing
- VIII. The *Equity Newsletter* & Office of Racial Equity & Belonging (OREB) Website

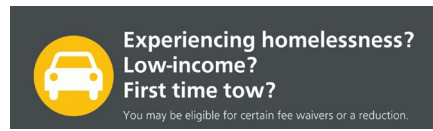


The MTA Racial Equity Ecosystem

Equitable Communications



Equitable Services & Systems

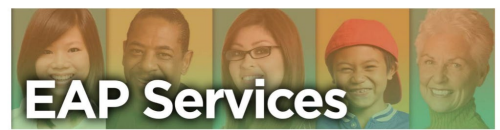


Equitable Workforce & Workplace

RECENT WORKFORCE DEVELOPMENT EVENTS

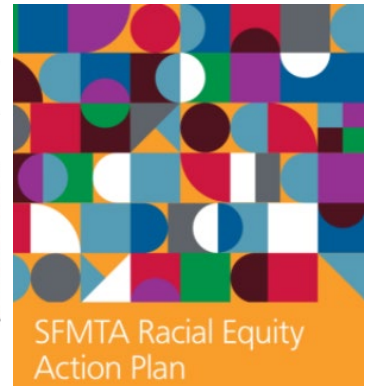
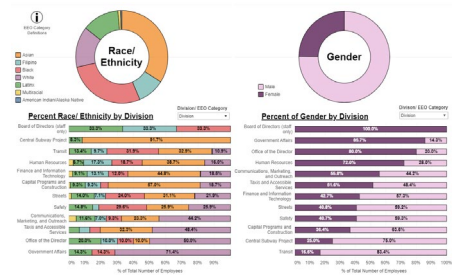
SFMTA Outreach at Mayor Breed's December Resource Fair

On December 14, 2021, the SFMTA Workforce Development team spearheaded agency outreach efforts at Mayor Breed's December Resource Fair. Staff across the agency, including Capital Programs & Construction, Streets, Chief of Staff, Planning, Maintenance, the Muni Transit Assistance Program (MTAP) and the Office of



SFMTA

Policy, Process & Practice Improvement

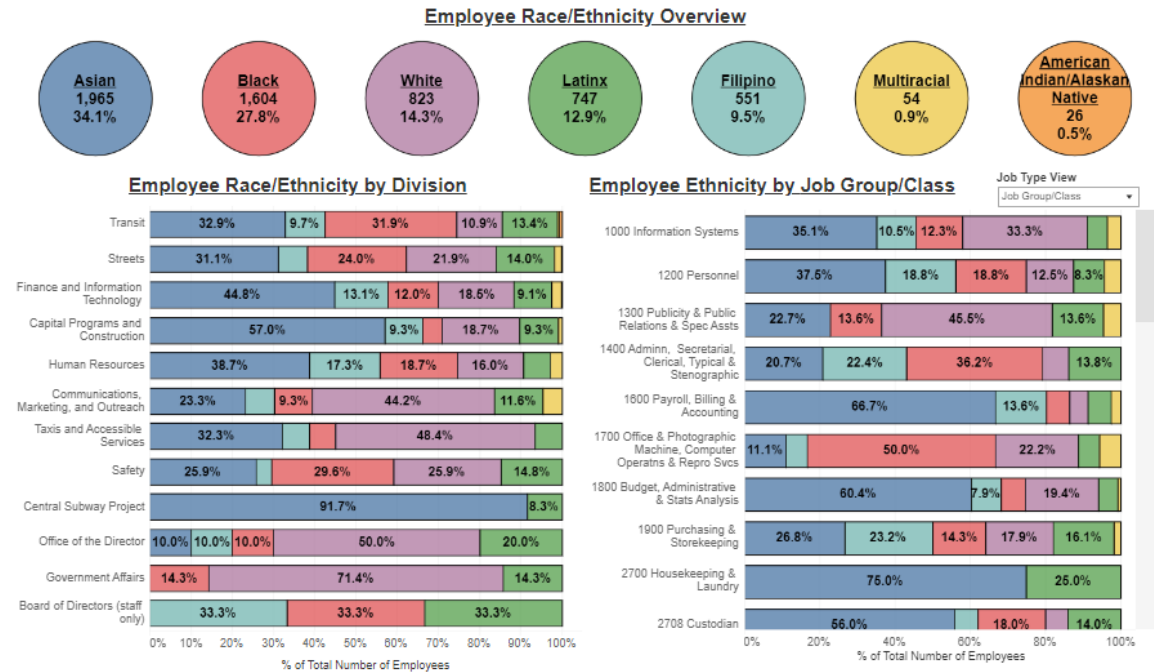


Racial Equity in Hiring | Equity Analyses

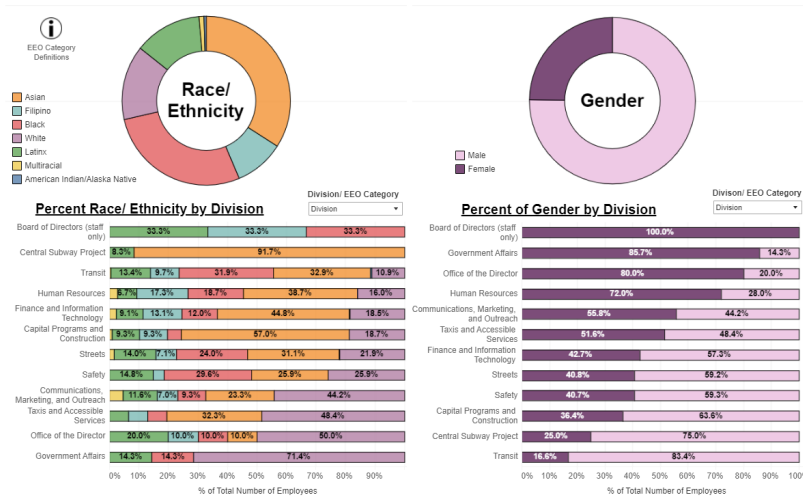
Equity Data Project | Hiring & Promotion Dashboards

Data-driven approaches to understanding diversity gaps in the MTA workforce

Core Positions of Interest	
9170s/9180s	Management & Executive Leadership
7300s	Journey People
1200s	Labor, Analysts, Clerks
5300s	Engineers & Surveyors
1800s	Administrative Analysts
7410	Automotive Service Workers
1600s	Accountants & Auditors
1000s	Information Technology
1300s	Special Assistants, Employee & Public Relations, Customer Service
8201	School Crossing Guard
9163	Transit Operator



Racial Equity in Hiring | Outreach



Piloted Outreach & In-Reach Campaigns

- Paired outreach with education about MTA and City hiring processes.
- Emphasized the relevance of the minimum qualifications, substitutions and desired qualifications in eligibility.
- Piloted innovative outreach techniques with 4 OREB positions which reached over 350,000 people (online and in-person).
- Resulted in over 280 applicants for 4 Office of Racial Equity & Belonging positions.*

SFMTA Office of Race, Equity & Inclusion

Join us as the Equitable Communications Manager!
Salary: \$115,050 - \$139,802

Minimum Requirements

- The bachelor's degree can be substituted for additional years of verified work experience.
- Three (3) years of work experience in coordinating:
 - Community Engagement Events
 - Public Affairs
 - Legislative Affairs
- A master's degree in political science, public administration, business, public relations, or journalism can be substituted for one (1) year of required work experience.

Deadline to Apply:
Monday, December 27, 2021 • tinyurl.com/SFMTA-CommEq

Questions on these opportunities?
Email SFMTA HR Analyst, Larry.Dominguez@sfmta.com

*Includes a joint 5408 placement with Communications, Marketing & Outreach (105 applicants).

Next Steps | Racial Equity in Hiring

Equity Analyses of Minimum & Desired Qualifications: To eliminate unnecessary barriers to employment, starting with MTA-controlled positions.

Racial Equity Standards: Required for hiring exams, job analysis (through Knowledge, Skills, Abilities and Tasks), desired qualifications and interview questions.

Outreach & In-Reach Campaigns: Social media, paid posts, billboards & advertisement, informational sessions with MTA staff and mass emails to City and community stakeholders.

Community Connections: Multiple-level resource fairs for community members, MTA staff and City and County of San Francisco staff.

How to Get Hired: Educational video series on navigating MTA and City processes.

Roadmaps: Educational guidebooks on promotional pathways at MTA.

A Day in the Life: Career exploration series to expose the public and current staff to the diversity of jobs at MTA.

Racial Equity in Pipeline Programs

Racial Equity Analysis & Standards

- Support MTA Human Resources, Workforce Development in conducting equity analyses to identify diversity gaps in pipeline programs.
- Strategic planning and partnership to expand pipeline programs to more divisions.

Collaboration in Outreach, Development & Training

- Ongoing engagement & collaboration to support the professional development of pipeline program participants.
- Will be engaged, along with Youth Transportation Advisory Group, in Phase Two Racial Equity Action planning.



Cindy Rodriguez (she, her, hers)
Technology Division

Cindy Rodriguez graduated from San Francisco State University with a degree in Political Science. She is currently placed in the Technology Division where she is serving as a Project Coordinator for the Next Generation Customer Information System project. In this role, Cindy does a variety



Edward Lampkin (he, him, his)
Livable Streets (Streets Division)

Edward graduated from Chico State University with a BA in Communication Studies and a minor in Journalism Public Relations.

Born and raised in San Francisco, he feels extremely



Michael Brown (he, him, his)
Office of Race, Equity & Inclusion

Michael was born and raised in San Francisco. He graduated from City College of San Francisco and moved on to graduate from San Francisco State University with a BA in Political Science and a minor in International Relations. Michael has also done a lot of advocacy work in his community. He comes from the nonprofit world where he worked to advance racial



Jeremy Brooks (he, him, his)
Office of Race, Equity & Inclusion

Jeremy is a recent graduate of UC Berkeley, where he obtained a BA in Social Welfare and minors in Dance Performance Studies and Public Policy. Born in Berkeley and raised in Deep East Oakland, Jeremy is critically aware of inequitable systems persistent within his community. Jeremy has worked in his community to increase access to



Olivia Bernadel-Huey (she, her, hers)
Office of Race, Equity & Inclusion

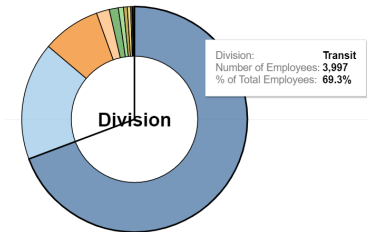
Olivia holds a BA in Human Biology from Stanford University and a minor in Comparative Studies in Race and Ethnicity. She grew up Oakland, an experience that has inspired her to seek a deeper understanding of systemic inequities.

Member of the Equity & Inclusion Fellows with the Office of

Discipline-Related Racial Equity Efforts

Office of Racial Equity & Belonging directing a series collaborative discipline intervention with HR, EEO, Transit & Safety to ensure

- Consistent Standards in Discipline
- Collection, Monitoring & Evaluation of Discipline Data
- Discipline Data Analysis, Review and Problem-Solving
- Staff/Manager Training on Discipline Standards & Tracking Systems, Findings of Discipline Data Analyses & Racial Equity Topics Related to Discipline & Surveillance



Our research, analysis and problem solving has focused on discipline among Transit Operators because there is enough data to analyze and because of how corrective action occurs at MTA

What We Found

Over the past two fiscal years:

- 61% of cases among Transit Operators were safety related
- 34% of cases among Transit Operators were in the performance category
- About 5% of cases among Transit Operators were in the conduct category

Within the performance category, most cases were attendance related. Attendance-related incidents, including

- Calling in less than 45 minutes before shift or arriving late
- No call, no show
- Excessive absenteeism
- Work miss outs and late arrivals



What We Found

When analyzing data on corrective action among Transit Operators, we found disproportionality among African Americans

- African American, Women, Transit Operators
 - We found that African American female Operators are disproportionately disciplined in attendance-related incidents
- African American, Men, Transit Operators
 - We found that African American male Operators are disproportionately disciplined in safety and attendance-related incidents



Actions & Next Steps

- Developed a comprehensive database to document discipline standards in Transit-Operations and scaling up efforts for Maintenance of Way & Bus/Rail Maintenance Divisions in 2022.
- *Equity Data Project*: Discipline Dashboard
- Developing automated discipline tracking systems for Safety-Sensitive, Transit Divisions
- Exploration of trauma-informed behavioral change practices for corrective action in the context of a complex regulatory framework
- Currently requiring that video evidence corroborate any customer complaints before disciplinary action is taken against a Transit Operator
- Weekly meetings with Transit Operators Managers and Deputy Senior Operations Manager to monitor and discuss corrective actions as they occur

Equity Training

In one year, the Office of Racial Equity & Belonging (OREB) hosted a series of equity trainings which reached over 1,000 people



In 2022, the OREB will launch the *Leadership Lab* series

- Mandatory racial equity training for MTA supervisors, managers, senior officers and directors
- FY 21-22 modules will include, *Modeling Racial Equity, The Intersections of Racism, Hiring & Bias, and The Intersection of Racism, Discipline, Sentencing & Anti-Blackness.*

In 2022, the OREB will launch *Equity Lab* series

- A training series on racial equity, mobility justice & transportation equity.
- Open to MTA staff, MTA Boards of Directors and City and County of San Francisco staff.
- Will include an agencywide racial equity and mobility justice training, which will be a prerequisite for developing the Phase Two Racial Equity Action Plan.
- The MTA Board of Directors will participate in racial equity and mobility justice training alongside MTA staff and leadership.

Racial Equity Policy



Racial Equity-Driven Public Policy

- The Racial Equity Policy is a bridge action connecting the Phase One and Phase Two Racial Equity Action Plans.
- The Racial Equity Policy will drive equity-centered decision-making, prioritization and evaluation practices for
 - All areas of MTA Operations
 - MTA Board of Directors
- Established a Racial Equity Policy Advisory Team to support the development of the policy.

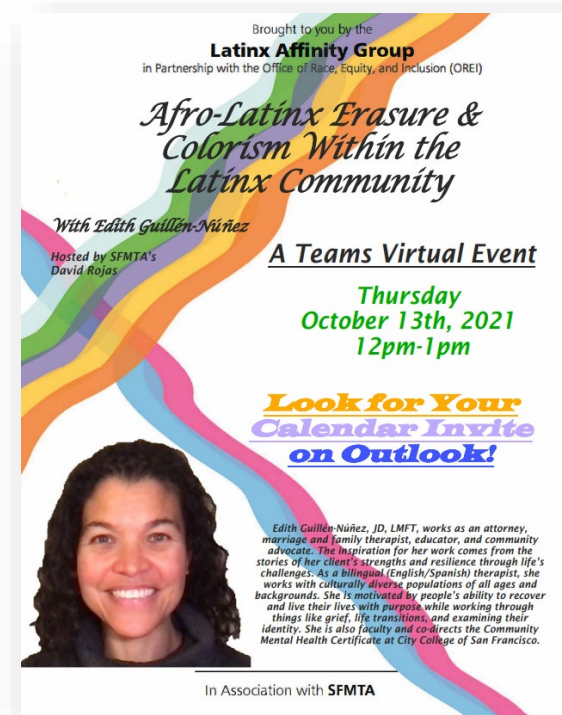
Staff Belonging

Hosted a series of culturally affirming, staff belonging events, including specific to Latinx, Native American/American Indian & Black communities. Engaged over 1,000 people in staff belonging events that often doubled as training. Extended efforts to staff from over a dozen city departments.



Building Meaningful American Indian Partnerships in Yelamu

Native American Heritage Month Event, Nov 2021



Afro-Latinx Erasure & Colorism Within the Latinx Community

Latinx Heritage Month Event, Oct 2021

Staff Belonging

Hosted a series of culturally affirming, staff belonging events, including specific to Black, Native American/American Indian & Latinx communities. Engaged over 1,000 people in staff belonging events that often doubled as training. Extended efforts to staff from over a dozen city departments.



Jeffrey Tumlin 🇺🇸 @jeffreytumlin · 3d ...
COVID moved our Black History event into our bus yard today but was just as meaningful. Proud of our Racial Equity and Belonging team...



How Do You Identify? Black People Are More Than a Monolith
Black History Month Event, Feb 2022

SFMTA Staff from across the agency gather for the inaugural ride of the first ever, Black History Month Themed Cable Car.
Black History Month Event, Feb 2022

Staff Wellbeing

Hosted a series of culturally affirming, staff wellbeing events, including specific to Latinx, Black, Native American, Asian American & Pacific Islanders communities. Events reached nearly 600 people, including a citywide webinar to support the mental health needs of City staff during the COVID-19 pandemic.

Brought to you by the
Latinx Affinity Group
 in Partnership with the Office of Race, Equity, and Inclusion (OREI)

Culturally Specific Wellness & Self-Care Practices for Latinx Communities


With Sal Nuñez

Hosted by SFMTA's Rosa Esquivel

A Teams Virtual Event

Wednesday
 October 6th, 2021
 12pm-1pm

Look for Your Calendar Invite on Outlook!



Sal Nuñez, PhD is a licensed psychologist and marriage family therapist, researcher, educator, and community advocate. He is tenured faculty at City College of San Francisco and founding Director of their Community Mental Health Certificate Program. Sal has been in the field of community behavioral health since 1996, and worked across the life span, cultures, and clinical settings. He is the co-founder of Crossing Edge Consulting and maintains a private practice in community mental health and organizational psychology.

In Association with SFMTA

Culturally Specific Wellness & Self-Care Practices for Latinx Communities

Latinx Heritage Month Event, Oct 2021


The Socio-Cultural Context of COVID-19 Vaccines

Attitudes, beliefs, and behaviors related COVID-19 vaccines are shaped by a variety of social, structural, cultural, and economic factors

- historical, medical exploitation and racism
- experiences with healthcare systems
- access to healthcare
- experiences with losing loved ones to COVID-19
- community beliefs and norms

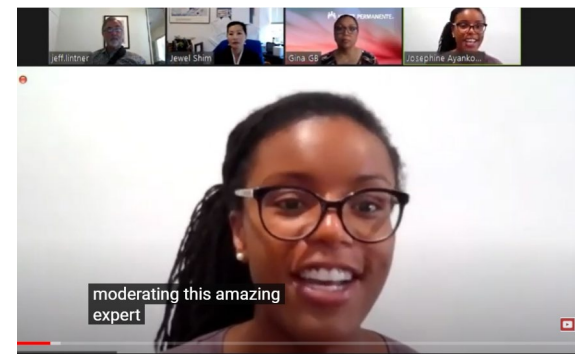
Racial disparities in health are similar to disparities in transportation, education, the economy, and more sectors of society.

The COVID epidemic highlighted and exacerbated racial disparities, as seen in research. **mentioned this is a racial equity conference call**



The Socio-Cultural Context of COVID-19 Vaccines

SFMTA All Staff Conference Call, May 2021



moderating this amazing expert

Mental Health Awareness Month Panel Discussion

Department of Human Resources & Health Service System Webinar, May 2021

Equity Newsletter

Launched the *Equity Newsletter* to provide information about ongoing equity work at the SFMTA, including upcoming events, trainings and suggested educational resources.

Circulated 10 publications to date to all MTA staff, as well as City and community stakeholders.

In 2022, the *Equity Newsletter* will be a staple publication to learn about racial equity and mobility justice resource, as well as ongoing progress of MTA racial equity commitments.

CELEBRATING BLACK STAFF AT THE SFMTA

What does it mean to be a Black professional in transportation?

It's no secret that being Black comes with challenges but being a Black woman, working in the transportation industry comes with many other obstacles. Each day is an opportunity for me to change the narrative. I take pride in that! I am a Black woman. I am kind and respectful. I am not rude, I am not ghetto. We all have biases but the diversity of the transportation industry gives us contact with people from all walks of life. Having said that, you can choose to be open-minded and intentional when making contact with others who may look different than you!



LaCora Benard
Transit Operator, Muni
Woods Division



Michael Henry
Superintendent, Potrero
Maintenance
Transit Division

What does it mean to be a Black professional in transportation?

Being a Black professional means I have a lot of responsibility to stand out in a positive way. I also have the responsibility of being a role model to generations under me, to pursue career and be successful. I have worked extremely hard to be seen, heard, and credited for many of my contributions. Being where I am today in the position of a superintendent, gives me the opportunity to treat employees equally and with dignity regardless of their background. Lastly, I am a professional Black man because of the endless and consistent support and contributions of Black women. I cannot be who I am today, without them.

What does Racial Equity mean to you?

Racial Equity means affording people equal opportunity, and providing platforms and spaces for their voice to be heard and listened to.

What do you love about being Black?

I wouldn't want to be anything but Black. I have a powerful presence.

Racial Equity & Belonging

Share this: [Facebook](#) [Twitter](#) [Email](#)
SFMTA.com/Equity

Artist credit: *Ellipses In the Key Of Blue* by Randy Colosky

Our purpose is to prioritize racial equity, social equity and inclusion through all areas of SFMTA operations, while understanding inequities and underinvestments within the transportation sector.

The Office of Racial Equity & Belonging (OREB) is responsible for directing and developing strategies for advancing racial equity, transit equity and intersecting equity needs in all areas of work at the agency. The office directs integrated projects to support the agency's equity commitment through:

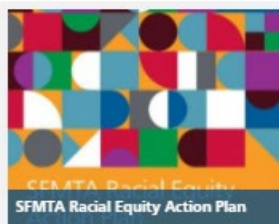
- Agencywide Policy, Process & Practice Improvement
- Culturally Specific Interventions to Optimize Racial Equity in SFMTA Systems
- Equity Analyses & Establishment of Equity Standards & Priorities
- Monitoring, Evaluation & Accountability Systems for Agencywide Equity Commitments

The OREB leads the agency in seeking just outcomes for members of historically oppressed communities through intentional goal-setting for the advancement of racial equity in SFMTA policies, processes and practices. The office also directs strategic partnership and processes to support the creation of a more equitable, affirming and supportive work environment for SFMTA staff.

The OREB directs the development, implementation and monitoring of SFMTA's mandated Racial Equity Action Plans, and manages SFMTA equity training and accountability systems.

Learn more about the Office of Race Equity & Belonging.

Racial Equity at the SFMTA



The OREB Website

Launched the SFMTA Office of Racial Equity & Belonging (OREB) website which will include

- Updates of the SFMTA Racial Equity Action Plan
- Access to equity training resources and archives
- Career development and exploration resources
- Linkage to support programs for underserved communities (ex. Free Muni & Essential Trip Card)

Training, Development & Career Opportunities



Support Programs for Underserved Communities



SFMTA.com/Equity

Questions & Discussion with the MTA Board of Directors (MTAB)



Thank You!