



SFMTA

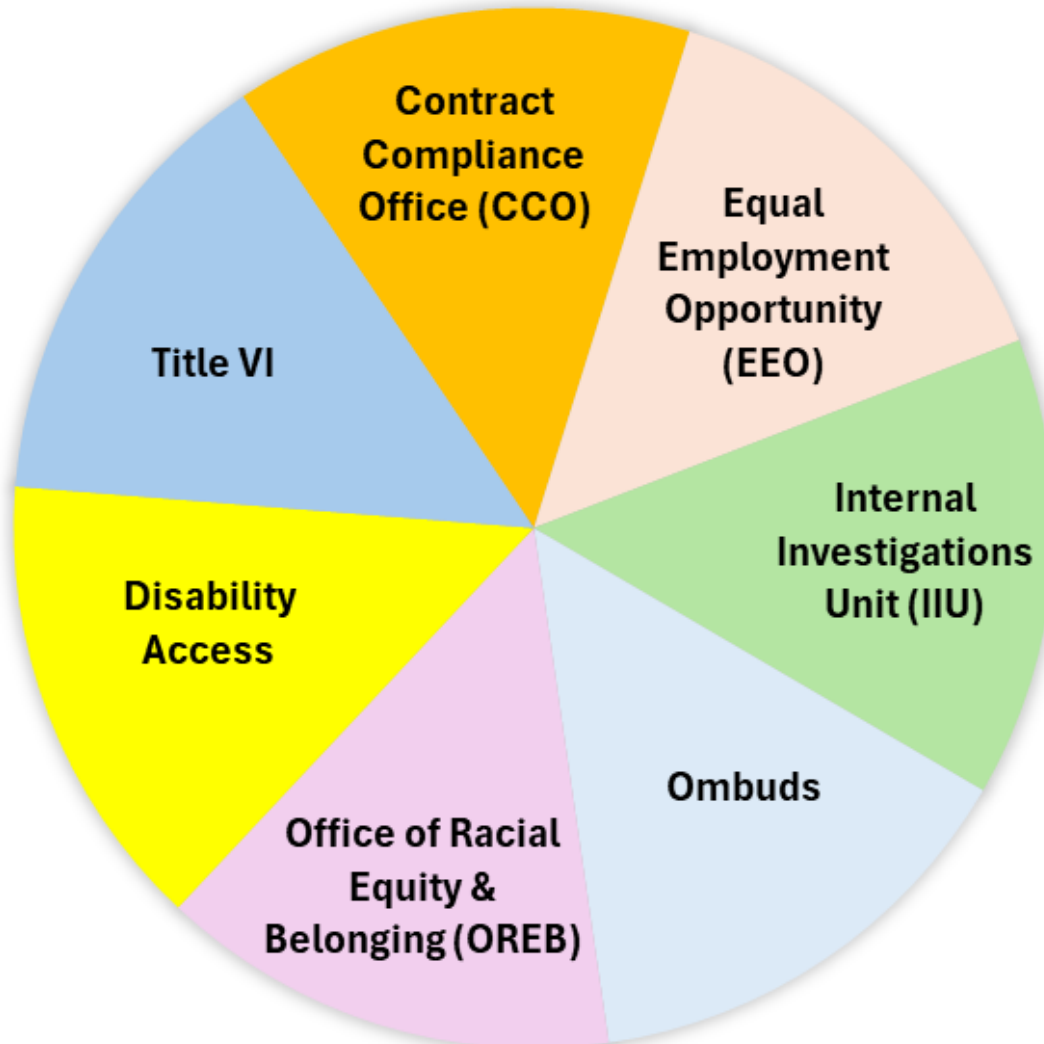
# Office of Civil Rights

SFMTA Board of Directors

July 16, 2024

# Office of Civil Rights (OCR)

## OFFICE OF CIVIL RIGHTS - FUNCTIONS



# OCR Division Goals

- ❑ Increase profile of Civil Rights work across the agency.
- ❑ Collaboration across Civil Rights functions.
- ❑ Compliance and Beyond: Meet and exceed regulatory requirements.
- ❑ Continue building a culture of equity and belonging.

# Contract Compliance Office (CCO)

## Scope

CCO is responsible for providing a level playing field with regard to SFMTA contracting, and employment opportunities with SFMTA contractors.

- CCO implements small business contracting programs on SFMTA contracts. The funding source determines which program applies.
- FTA funds = SFMTA Small Business Enterprise/Disadvantaged Business Enterprise (SBE/DBE) Program.
- Federal Highway Administration (FHWA) funds = Caltrans' DBE Program.
- Local funds = San Francisco's Local Business Enterprise (LBE) Program.
- CCO monitors prime contractors' efforts to employ economically disadvantaged individuals, and monitors contracts to ensure that contractors comply with applicable Federal, State, and local employment requirements.

# Contract Compliance Office (CCO)

## Outcomes

- ❑ CCO establishes SBE/DBE/LBE goals for contracts, ensures that bidders and proposers demonstrate commitment to meeting the goals, and monitors contractors' compliance with the program.
- ❑ CCO ensures that SFMTA's procurement processes are conducted in a nondiscriminatory manner.
- ❑ CCO conducts outreach to small businesses and provides technical assistance to those interested in SFMTA contracting opportunities.
- ❑ CCO certifies eligible businesses as DBEs.
- ❑ CCO implements a trainee-hiring program for disadvantaged individuals on professional services contracts.
- ❑ CCO ensures that contractors comply with applicable prevailing wage requirements, as well as female and minority hiring goals on federally-funded construction contracts.

# Equal Employment Opportunity (EEO) Office

## Scope

The EEO Office is responsible for leading, building and implementing SFMTA's EEO Programs, including:

- Protecting equal employment opportunity rights through education and training.
- Monitoring our compliance with federal, state and local equal employment opportunity laws.
- Assessing the diversity of our workforce through employment data analysis.
- Collaborating with SFMTA HR on hiring recruitments to ensure diversity in our applicant pools and interview panels.
- Concurring on all hires and promotions to ensure compliance with equal employment opportunity principles.
- Partnering with SFMTA HR in supporting individuals with disabilities.
- Serving as a liaison to local, state and federal agencies on EEO-related matters.

# Equal Employment Opportunity (EEO) Office

## Outcomes

- ❑ EEO Programs, Triennial Reviews, and EEO reports.
- ❑ EEO annually compares labor market availability to SFMTA's workforce makeup to identify gaps in our workforce and work to close them.
- ❑ EEO also reviews employment practices (hiring, promotion, terminations, discipline) to identify whether any groups are adversely impacted.
- ❑ EEO trained over 3,000 employees in FY23, to deter discrimination, harassment, and retaliation.
- ❑ Complaints filed have declined from 100 in 2020 to 54 in 2023.

# Internal Investigations Unit (IIU)

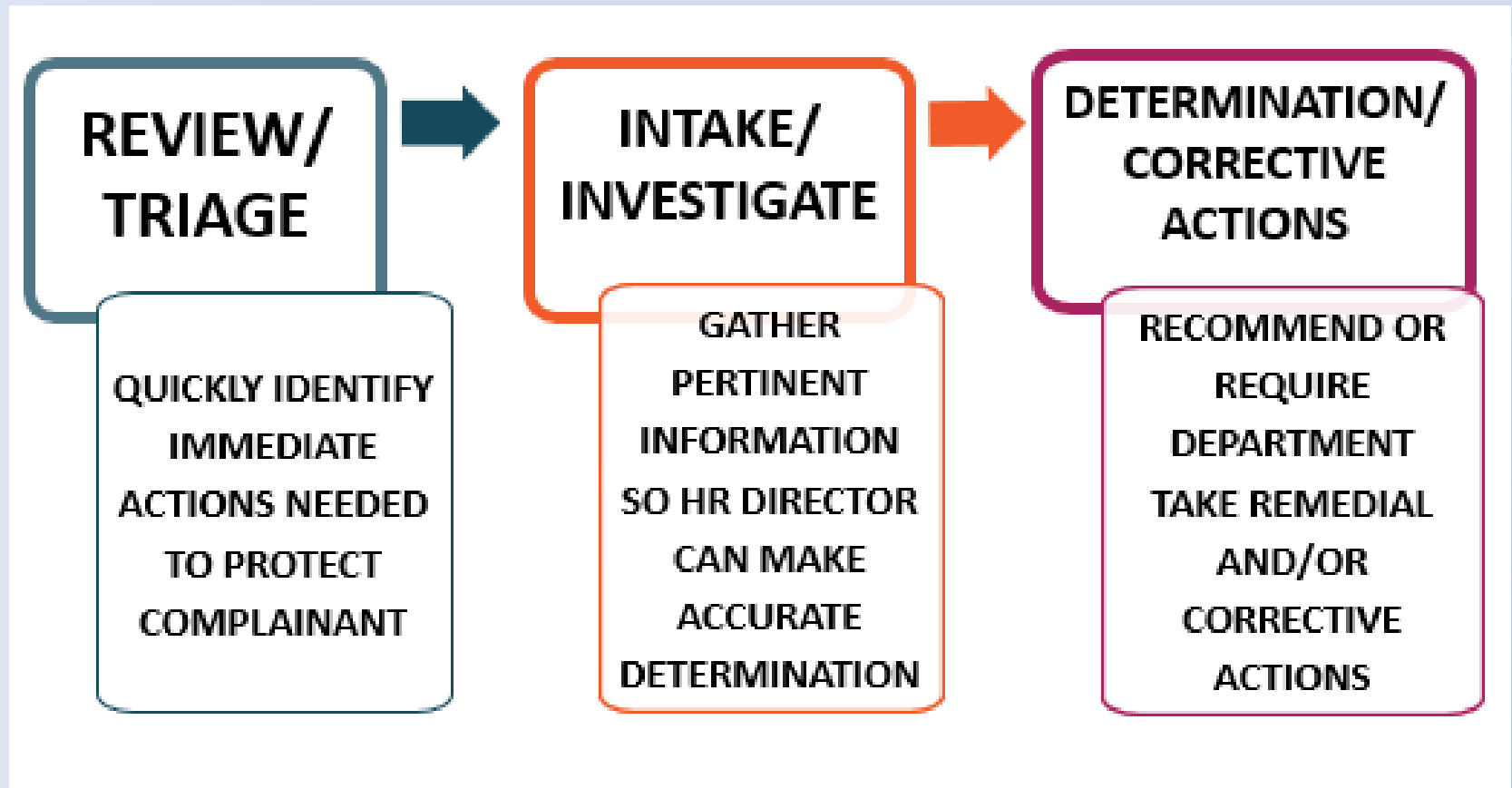
## Scope

The Internal Investigations Unit (IIU) conducts investigations into allegations of violations of the following policies:

- SFMTA Workplace Violence.
- SFMTA Policy Prohibiting Discrimination, Harassment, and Retaliation.
- City and County of San Francisco's Equitable, Fair, and Respectful Workplace Policy.
- The IIU will also investigate complaints regarding RA, hiring and compensation, and Language Diversity.



# IIU COMPLAINT PROCESS



# Internal Investigations Unit (IIU)

## Outcomes

### MITIGATE HARM & LIABILITY

- ❑ It's in the best interest for SFMTA employees to have a safe, confidential, neutral place to go *within* the organization to file a complaint.
- ❑ OCR IIU is an internal, objective, third party where complainants can go to make a formal complaint.
- ❑ Some complainants are concerned about privacy and retaliation for participating in an investigation.
- ❑ OCR IIU is another avenue for employees to address workplace problems. That function must be fully supported. If not, then employees may not trust us or see the value in addressing their concerns internally and may still choose to go to external organizations instead. People need to feel protected. They need to have a level of anonymity and we are a direct point of contact.

# Ombuds Office



## **OMBUDS OFFICE SERVICES**

- Mediation
- Resources
- Training (customized)
- Coaching & Counseling
- Culture/Diversity
- Referrals
- Assessment
- Inquiries
- And much more!

# Ombuds Office

## Outcomes



## EXAMPLES OF OMBUDS SERVICE NEEDS

- A new manager wants help addressing complex group dynamics that predate them.
- An employee perceives that they are being treated differently than their peers in opportunities, scheduling, and decision-making.
- A manager has two direct reports whose conduct towards each other is disruptive to the group.
- A unit wants help expressing concerns to a leader who they experience as bullying
- A team member has conflict with another team member and wishes to proactively get to resolution or a management plan of the conflict
- Employee wanting to resolve complaint at lowest level possible

# Office of Racial Equity & Belonging (OREB)

## Scope

OREB is responsible for addressing structural and institutional racism within SFMTA's internal practices and systems and external delivery of services to the public.

- Ensure compliance with the city ordinance requiring preparation and implementation of a Racial Equity Action Plan, including monitoring and annual assessment.
- Provide racial equity training for all staff, managers and leadership.
- Cultivate an agency culture of inclusion and staff belonging.
- Develop strategies with EEO and SFMTA HR to diversify our applicant pools and workforce based on employment data analysis and citywide best practices.
- Develop culturally-specific interventions to ensure historically underserved communities have equitable access to opportunities using our transportation system.

# Office of Racial Equity & Belonging (OREB)

## Outcomes

- ❑ Expanded the Racial Equity training program: 1,116 employees in 10 months.
- ❑ Developed Youth Transportation Advisory Board programming.
- ❑ Through cultural heritage events, enabled staff to come together, build connections, bolster communication and collaboration.
- ❑ Developing strategies in partnership with EEO to remove barriers and create employment and advancement opportunities.
- ❑ Developing a culturally-specific public education campaign to create a safer environment for all Muni riders and SFMTA staff (Safety Equity Initiative).
- ❑ Finalizing the Racial Equity Action Plan Phase 1 Progress Report.
- ❑ Continual respect and value of all identities to create a culture of inclusion and belonging at SFMTA internally, and to engage with and meet the needs of a diverse public in delivering transportation services externally.

# Regulatory Affairs & Title VI

## Scope

- The SFMTA's Regulatory Affairs group manages federal, state, local and regional compliance and rulemaking for the agency, including management and implementation of the agency's Title VI Program.
- Title VI of the Civil Rights Act of 1964 prohibits discrimination based on an individual's race, color or national origin, including level of English proficiency, in the implementation of federally (FTA) funded programs.
- Based on a 1994 Presidential Executive Order, impacts of the SFMTA's programmatic decisions on low-income populations is also analyzed and taken into consideration before final decisions are made.

# Regulatory Affairs & Title VI

## Program Outcomes

- Title VI and Language Access training of SFMTA staff and contractors who engage with customers and community members.
- Notification of Customer Rights under Title VI and administration of Title VI Complaint Process.
- Implementation of the Agency's Title VI Public Participation, Outreach and Feedback requirements to ensure participation in our important decision-making processes.
- Development and management of Title VI Language Assistance Plan, which analyzes the language needs of our customers and how best to address.
- Analyzing proposed fare and service changes prior to implementation to assess impacts on protected groups.
- Collecting customer demographic data via onboard survey.



# Accessible Services

## Scope

- Accessible Services is a section of the Taxis, Access & Mobility Services (TAMS) Division. We are responsible for ensuring physical and programmatic access to all the SFMTA's services.
- Operationally, the Accessible Services section is responsible for managing the SF Paratransit and Mobility Management program; the Regional Transit Card Discount ID Office; accessibility of the Muni system and stations; and ensuring the accessibility of capital, pedestrian, biking, and parking projects.
- **Dotted line relationship with OCR** reflects regular collaboration and mutual support to ensure the SFMTA's programs and services are accessible to people with disabilities.

# Accessible Services

## Outcomes



- ❑ In FY24, the SF Paratransit program provided **550,000 trips to 18,000 riders**, with 98% on-time performance, and 96% satisfaction rate with the Paratransit Broker services.
- ❑ The Regional Transit Card Discount ID Office **processed over 4,200 applications** for new cards and renewals.
- ❑ Transit Access staff conducted **27 trainings on ADA requirements and disability sensitivity** to new Muni operators, veteran operators, transit supervisors & transit fare inspectors.
- ❑ Streets Access staff provided **technical assistance on 20 Streets & Transit Engineering projects**, including planning for **> 40 new accessible parking spaces**.

# Next Steps

## Team Building

- Improving communication, building trust and relationships.
- Encouraging creativity.
- Resulting in increased collaboration and productivity.

## Outcome

- Identify ways we can collaborate to improve equitable outcomes across the agency.