

**EQUAL EMPLOYMENT OPPORTUNITY
AFFIRMATIVE ACTION (EEO/AA)
PLAN
JANUARY 1, 2024 TO DECEMBER 31, 2027**



Submitted by:

San Francisco Municipal Transportation Agency (SFMTA)
1 South Van Ness Avenue
San Francisco, CA 94103
Telephone: (415) 701-2311
www.sfmta.com

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ACRONYMS

AA	Affirmative Action
ADA	Americans with Disabilities Act
BoD	Board of Directors
BLS	Bureau of Labor Statistics
CCSF	City and County of San Francisco
CO	External Communications, Marketing and Outreach
CPC	Capital Programs & Construction
CSUB	Central Subway
CSO	Chief Strategy Office
DHR	Department of Human Resources
ED	Executive Director
EEO	Equal Employment Opportunity
EEOC	Equal Employment Opportunity Commission
FIT	Finance & Information Technology
FTA	Federal Transit Administration
GA	Government Affairs
HRD	Human Resources Division
Muni	Municipal Railway
PCS	Permanent Civil Service
PEX	Permanent Exempt
SA	Safety
SFMTA	San Francisco Municipal Transportation Agency
SS	Streets Division
TEX	Temporary Exempt
TS	Transit Division
TAMS	Taxi, Access and Mobility Services
US	United States

EXECUTIVE SUMMARY

The San Francisco Municipal Transportation Agency (SFMTA) is a department of the City and County of San Francisco responsible for the management of all ground transportation in the city as well as parking and traffic, bicycling, walking and the regulation of taxis. The agency is the nation's eighth largest public transit system and oversees the Municipal Railway (Muni) public transit as well as parking, traffic, bicycles, scooters, mopeds, walking, paratransit, and the regulation of taxis. It is distinct in the US as an agency responsible for all aspects of transportation for the city it serves. As the transportation agency for one of the most vibrant and progressive cities in the world, SFMTA has a strong commitment to the community we serve and our employees. The agency operates today's transportation system and works with partners to plan the transportation system of tomorrow.

This report presents employment utilization and employment practices in the SFMTA as required by the Equal Employment Opportunity (EEO) Civil Service Commission Rule 103 and the Federal Transit Administration (FTA).

As required by FTA Circular 4704.1A EEO Requirements and Guidelines for FTA Recipients, the SFMTA Equal Employment Opportunity Affirmative Action (EEO/AA) Program contains the following seven elements:

1. Statement of Policy
2. Plan for dissemination both internally and externally
3. Designation of appropriate personnel responsible for carrying out the EEO Program, including the designation of an EEO Officer
4. Utilization Analysis
5. Goals and timetables to correct identified areas of underutilization or concentration
6. Assessment of employment practices
7. Plan for monitoring and reporting on the EEO Program

Authorities

As stipulated by Federal Transit Law 49 U.S.C. § 5332, "A person may not be excluded from participating in, denied the benefits of, or discriminated against under, a project, program, or activity receiving financial assistance under this chapter because of race, color, religion, national origin, sex, disability, or age. (49 U.S.C. § 5332(b))". This provision applies to employment opportunities and supplements employment regulations/protections prohibiting employment discrimination found in Title VI of the 1964 Civil Rights Act (see 49 CFR § 21.5(c)—Nondiscrimination in Federally Assisted Programs of the Department of Transportation).¹

In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6101 et seq., section 202 of the Americans with Disabilities Act of 1990, 42

¹ Federal Transit Administration, *Circular 4704.1A* (October 31, 2016, Rev. 1, April 20, 2017), p1-1, 1-2

U.S.C. § 12101, and Federal transit law at 49 U.S.C. § 5332, FTA is responsible for ensuring that its recipients do not engage in employment discrimination. Consequently, SFMTA needs to ensure that its applicants and employees do not experience discrimination because of race, color, and national origin, religion, disability, age and sex. In addition to the above-mentioned protections, FTA EEO Circular 4701 .1A refers to other guiding legislation for employers that hold federal contracts or subcontracts of more than \$10,000 and employ 15 or more peoples. These include:

- Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972 and the Civil Rights Act of 1991, prohibiting discrimination on the basis of race, color, religion, national origin, or sex.²
- Title II of the Genetic Information Nondiscrimination Act of 2008 (GINA), prohibiting discrimination on the bases of genetic information (genetic tests or family medical history).
- Age Discrimination in Employment Act of 1967, prohibiting discrimination against employees aged 40 and older.
- The Americans with Disabilities Act of 1990, Section 503 of the Rehabilitation Act of 1973, as amended by the Rehabilitation Act of 1993, and Section 504 of the Rehabilitation Act of 1973, prohibiting discrimination based on an individuals' disability.
- The Equal Pay Act of 1963—amended in 1972—requiring equal pay for men and women who perform substantially the same work.
- Uniformed Services Employment and Re-employment Rights Act of 1994, protecting military veterans' employment and reemployment rights.

The Circular further states that these laws “also prohibit retaliation against an individual who files a charge or complaint of discrimination, participates in an employment discrimination proceeding (such as an investigation or lawsuit), or otherwise engages in protected activity.”



² Federal Transit Administration, *Circular 4704.1A* (October 31, 2016, Rev. 1, April 20, 2017), p1-3

ABOUT THE SFMTA

The San Francisco Municipal Transportation Agency (SFMTA) is a department of the City and County of San Francisco responsible for the management of all ground transportation in the city. Established by voter mandate in 1999, SFMTA oversees the Municipal Railway (Muni) public transit, as well as bicycling, scooters/mopeds, paratransit, parking, traffic, walking, and taxis.³

SFMTA is, therefore, unlike any transportation agency in the country and connects San Francisco through a safe, equitable, and sustainable transportation system. The agency is also responsible for the planning, design, and management of construction projects, supporting all elements of San Francisco's transportation infrastructure. By performing these essential functions, the agency directly impacts San Francisco's quality of life and economic vitality, as well as regional efforts to achieve California's climate and sustainability goals.

The SFMTA is governed by a seven-member Board of Directors (BoD) appointed by the Mayor and confirmed by the San Francisco Board of Supervisors. The BoD provides policy oversight, including budgetary approval, and changes of fares, fees, and fines, ensuring representation of the public interest.

INTRODUCTION

This SFMTA Equal Employment Opportunity Affirmative Action (EEO/AA) report is for the January 1, 2024 – December 31, 2027 period, and addresses associated regulations from the U.S. Department of Transportation's Federal Transit Administration (FTA) Circular, FTAC 4704.1A. It conforms with, and relies upon, the Equal Employment Opportunity Commission's (EEOC) Affirmative Action Guidelines (44 Federal Register 4422, January 19, 1979). The purpose is to reaffirm SFMTA's continuing commitment to EEO principles and to set forth action being taken/to be taken by SFMTA concerning employment opportunities and affirmative action. This EEO/AA report does not constitute an admission by SFMTA that it has violated any of the provisions of Title VII of the Civil Rights Act or the nondiscrimination provisions of its various grant entitlements.

Data and information used to generate the new Placement Goals is from the past three fiscal year (July 1, 2020 through June 30, 2023) and is prospective for the four-year period above. The average number of employees per fiscal year during this period was about 6,300. These employees are classified into the following EEO-4 categories: Officials and Administrators, Professionals, Technicians, Paraprofessionals, Protective Service, Administrative Support, Skilled Craft Workers, and Service-Maintenance.

³ When it was created, the SFMTA aggregated multiple San Francisco city agencies, including Muni, the Department of Parking and Traffic, and since 2007, the Taxi Commission.

VISION AND MISSION STATEMENT

Prior to COVID, San Francisco's daytime population swelled to more than 1.1 million people during work hours. Many of them relied on SFMTA to get around the city by taking transit, driving, biking, and/or walking. During the pandemic, ridership plummeted, largely due to remote work. In recent months, ridership has been recovering. To this end, SFMTA's current vision statement has been refined from the last Strategic Plan to focus on the diverse transportation options available within the city.

VISION: a city of diverse and thriving neighborhoods seamlessly connected by a safe, reliable, affordable transportation for all

MISSION STATEMENT: We connect San Francisco through a safe, equitable, and sustainable transportation system.

The intent and meaning of the agency's vision and its mission statement remains consistent with what was enunciated in the last plan, adopted in 2018, and will continue to aid the agency in managing the city's transportation network. The vision and mission statement resonate with staff across the agency and are consistent with the expectations of stakeholders in fulfilling the agency's commitment to serving residents, workers, and visitors to San Francisco. Taken together, they set a path for the agency and guide this plan's goals and objectives.

STATEMENT OF PURPOSE

The objective of SFMTA's EEO/AA plan is to ensure that women, members of minority groups, covered veterans, and persons with disabilities at all levels of its workforce are proportionate to their representation in the relevant labor market. Consequently, the EEO/AA plans can be aptly described as a set of results-oriented set aimed at full utilization and equal treatment of all employees. These actions include training programs, outreach efforts, and other positive steps.

SFMTA is subject to and must address a variety of state and federal laws and guidelines dealing with equal employment opportunity and affirmative action. The agency, through its employment practices and procedures, recruits and employs qualified personnel for its diverse activities. It strives to provide equal opportunities before and during employment, without regard to race/ethnicity, sex, religion, national origin or ancestry, age or marital status. Concomitantly, SFMTA will continue to develop and maintain affirmative action programs to assure this commitment.

APPLICABLE AFFIRMATIVE ACTION LAWS AND REGULATIONS

SFMTA is subject to the EEO/AA requirements of Circular 4704.1A, Equal Employment Opportunity (EEO) Program Guidelines for Grant Recipients, of the Federal Transit

Administration (FTA). Since it meets the threshold requirements of 50 or more transit-related employees and receives financial assistance from U.S. DOT, SFMTA is mandated to comply with FTA's EEO requirements.

As stipulated in the above-mentioned regulations, a prerequisite to the development of a satisfactory EEO/AA program is the evaluation of opportunities for the utilization of protected group members, as well as an identification and analysis of problem areas inherent in their employment. SFMTA complies with all relevant state and federal laws to ensure equitable treatment for all employees and applicants.

Box 1 describes the different protected groups covered by affirmative action laws and regulations.

A comprehensive EEO/AA plan details specific affirmative action steps to ensure equal employment opportunity whenever a statistical analysis of a workforce reveals a numeric underutilization of members of protected groups, greater than would reasonably be expected by their availability in the labor market. For minorities and women, this includes the development of hiring and promotion goals to rectify underutilization where found. It is toward this end that this EEO/AA was developed.

It is important to underscore that the term "Affirmative Action" is not limited to the simple cessation of discriminatory practices. It also refers to any measure adopted by an employer to correct, to compensate for past or present discrimination, or to prevent discrimination from occurring in the future. This includes conducting outreach to underrepresented racial/ethnic groups and persons with a disability by targeting media, professional and support organizations for these protected groups.

Box 1: Protected Groups

Minority males/females recognized as belonging to or identifying with the following race or ethnic groups:

Blacks/African Americans, Hispanics/Latinos, Asians, Native Hawaiian/Pacific Islanders, American Indians/Alaskan Natives, and two or more races.

White females

Women having origins in any of the original peoples of Europe, the Middle East, or North Africa.

An individual with a Disability:

(1) A person who has a physical or mental impairment that substantially limits one or more of their major life activities, (2) has a record of such impairment, or (3) is regarded as having such an impairment.

Disabled Veteran:

(1) Any veteran of the U.S. military, ground, naval, or air service who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs, or (2) a person who was discharged or released from active duty because of a service-connected disability.

Recently Separated Veteran:

Any veteran who served on active duty in the U.S. military, ground, naval, or air service during the one-year period beginning on the date of such veteran's discharge or release from active duty.

Active Duty Wartime or Campaign Badge Veteran:

Any veteran who served on active duty in the U.S. military, ground, naval, or air service during a war or in a campaign or expedition for which a campaign badge has been authorized, under the laws administered by the Department of Defense.

Armed Forces Service Medal Veteran:

Any veteran who, while serving on active duty in the U.S. military, ground, naval, or air service, participated in a United States military operation for which an Armed Forces service medal was awarded pursuant to Executive Order 12985 (61 FR 1209).

TERMINOLOGY

The terms “underutilization,” “deficiency,” and “problem area” appearing in this EEO/AA plan are terms required by relevant governmental regulations. SFMTA uses these terms to abide by the regulations, but such use is not an admission of non-compliance with EEO laws, regulations, and objectives.

The utilization analysis contained herein is required by the relevant government regulations to be based on certain statistical comparisons. Geographic areas and data sources used herein comply with relevant government regulations. and the use of such geographic areas/data sources does not signal SFMTA’s agreement that the geographic areas are appropriate in all instances of use or that the data sources are the most relevant. Such statistics and geographic areas will be used, however, in total good faith with respect to this EEO/AA plan.

DESCRIPTION OF RACE/ETHNIC CATEGORIES

Data on race/ethnicity are based on self-identification. Racial/ethnic group identifications used by SFMTA are consistent with those used by Federal agencies. The race/ethnic groups used in this EEO/AA plan are defined by the EEOC as follows:

- **Hispanic or Latinx:** A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.
- ***American Indian or Alaska Native (not Hispanic or Latinx):** A person having origins in any of the original peoples of North America and South America (including Central America), and who maintains tribal affiliation or community attachment.
- ***Asian (not Hispanic or Latinx):** A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- ***Black or African American (not Hispanic or Latinx):** A person having origins in any of the Black racial groups of Africa.
- ***Native Hawaiian or Other Pacific Islander (not Hispanic or Latinx):** A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- ***White (not Hispanic or Latinx):** A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.
- **Two or More Races (not Hispanic or Latinx):** A person who identifies with more than one of the categories marked with an asterisk “*” above.

EEO PROGRAM, INDIVIDUALS WITH DISABILITIES AND VETERANS EMPLOYMENT PRACTICES REPORTING

SFMTA understands the need to collect and analyze data that reflects the agency's continued efforts to increase the diversity of its workforce. The agency is acutely aware that articles such as Section 503 of the 1973 Rehabilitation Act, as amended by the 1993 Rehabilitation Act, requires entities receiving Federal funds to take affirmative action to employ and advance in employment qualified individuals with disabilities. SFMTA will continue to improve its processes to collect data on veterans and individuals with disabilities.

Between July 1, 2020 and June 30, 2023, an average of 5.1 percent of the SFMTA workforce were veterans, close to the federal benchmark of 5.7 percent. Moreover, 10 percent of all promotions and 2.5 percent of hires were veterans. Almost 2.5 percent of hires were minority veterans. Persons willing to identify as disabled in FY21-FY23 were between 2.3 -3.5 percent of the employees. About 7 percent of women promoted were women with disabilities.

FTA requires statistical data that show any potential impact of an agency's employment practices on persons with disabilities and veterans. This includes the number of applicants for employment and promotions in each job category and the number hired and promoted, cross-referenced by sex and race. Having this data will assist in measuring the effectiveness of outreach and recruitment efforts for persons with disabilities and veterans...[T]he agency is not required to conduct a four-fifth rule analysis. The agency can set its own specific aspirational goals, but FTA asks agencies to track raw numbers, for example, the number applied, number hired, number applied for promotion, and number promoted. (FTA, Circular 4704.1A: October 31, 2016, Rev. 1, April 20, 2017, 2-10)

The City and County of San Francisco's Department of Human Resources has launched self-identification forms that which will allow applicants and employees to voluntarily self-identify as individuals with disabilities or veterans. The forms will be completed separately from employment/ promotion applications and will also be kept confidential. The forms will be useful in identifying veterans and individuals with disabilities and will assist in efforts to obtain a clearer picture of how employment practices affect persons in those categories. SFMTA will use this information to establish a baseline for availability and track the utilization of veterans and persons with disabilities.

RELIANCE ON EEOC GUIDELINES

The agency is confident that no violation of Title VII of the Civil Rights Act exists at SFMTA but has developed this EEO/ AA plan in accordance with the EEOC's Guidelines on Affirmative Action, Title 29 Code of Federal Regulations, Part 1608.

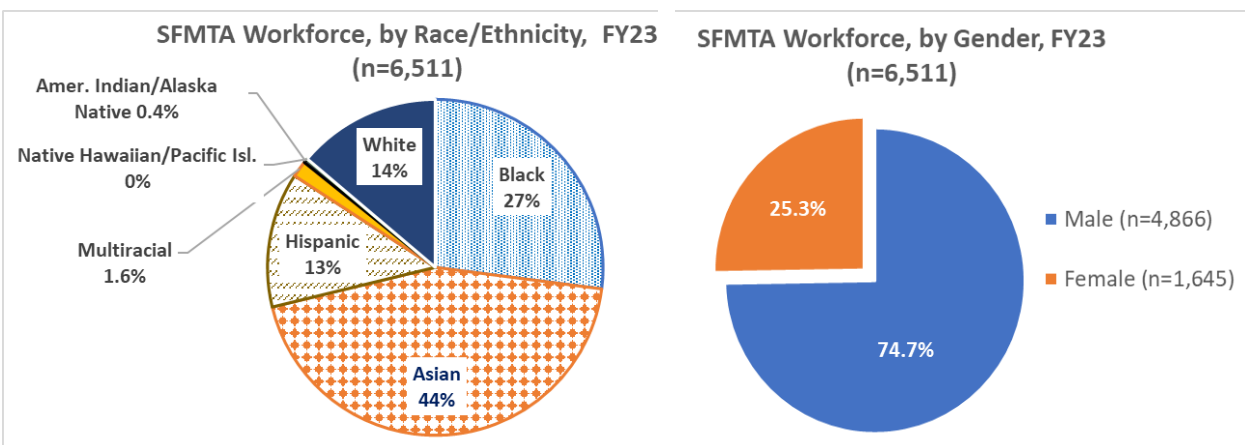
REPORTING PERIOD

The prior Equal Opportunity/Affirmative Action Plan (EEO/AAP) was submitted to the FTA for approval on 1/28/2021. The time-period covered by the prior EEO/AAP was from January 1, 2020 to December 31, 2023. The new plan covers the time period from January 1, 2024 to December 31, 2027.

OVERVIEW OF SFMTA'S WORKFORCE

SFMTA is a diverse organization. The total number of SFMTA employees during FY 2023 was 6,511 and three quarters of this population was male, and a quarter was female. Non-Whites were approximately 86 percent of the agency's employees. This proportion was higher than the racial/ethnic makeup of San Francisco's total city workforce in 2022, which was 70 percent Non-White (CCSF DHR, 2022). However, the gender distribution of the city's workforce was 54 percent male and 46 percent female, which is closer to the gender distribution of the regional labor market. Figure 1 shows that the largest group among minorities at SFMTA were Asians (44%), followed by Black/African-Americans (27%), Whites (14%) and Hispanics (13%).

Figure 1: SFMTA Workforce by Race/Ethnicity and Sex



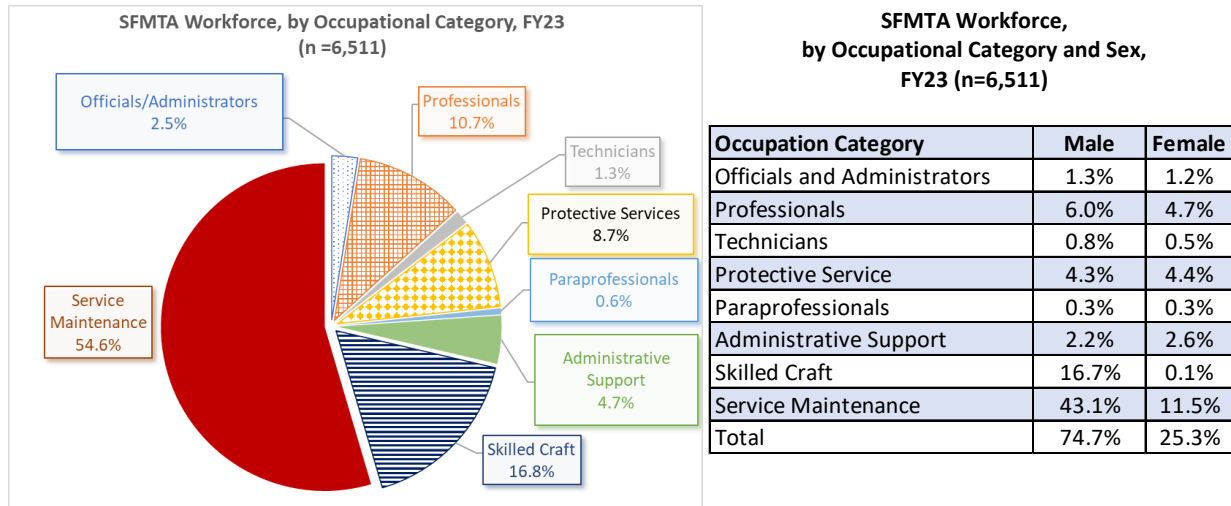
During the period between July 1, 2020 and June 30, 2023, SFMTA's workforce increased by 7.5 percent (from 6,059 to 6,511 employees). The percent increase in minority representation at the agency was 8.2 percent. In terms of gender, the increase in the proportion of female workers was 2 percent higher than the increase in the proportion of male workers. A summary of changes in SFMTA's workforce can be found in Exhibit A.

SFMTA Workforce by Occupational Categories

Classifying the SFMTA workforce into the eight (8) EEO-4 Occupation Categories shows that over half of the employees (54.6%) work in the Service Maintenance category followed by the Skilled Craft category (16.8%), Professionals category (10.7%), Protective Services category (8.7%), the Administrative Support category (4.7%) and the Officials and Administrators category (2.5%). The Technicians category was 1.3 percent of the workforce and 0.6 percent of workers were in the Paraprofessional category.

Figure 2 provides a visual representation of the distribution of this workforce in the different occupational categories, and the proportions of males and females. Men and women are almost evenly distributed in professional, protective service and clerical occupations, but men are over-represented in Skilled Crafts and Service/Maintenance jobs.

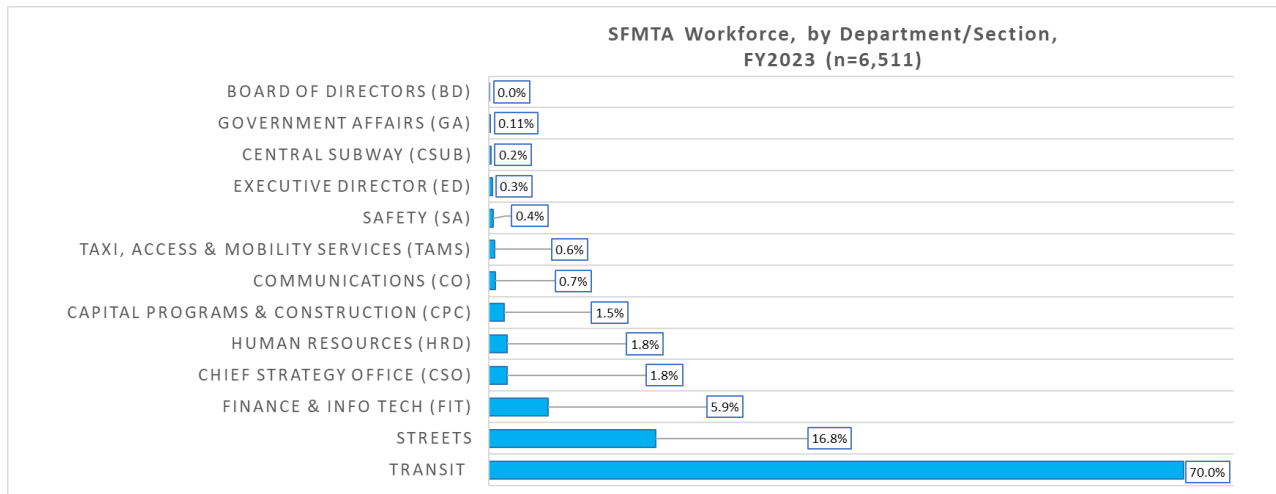
Figure 2: SFMTA Workforce, by Occupational Category, FY2023



SFMTA employees work in the following divisions/sections: Board of Directors (BoD); Central Subway (CSUB); Communications (CO); Capital Programs & Construction (CPC); Chief Strategy Office (CSO); Executive Director (ED); Finance & Information Technology (FIT); Government Affairs (GA); Taxi, Access and Mobility Services (TAMS); Safety (SA); Human Resources (HRD); Streets; and Transit.

As Figure 3 shows, nearly 70 percent of the employee population works in Transit Division, followed by Streets Division at approximately 17 percent and Finance and Information Technology Division (FIT) at 5.9 percent.

Figure 3: SFMTA Workforce by Department/Section



CHAPTER 1: SFMTA EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT

The San Francisco Municipal Transportation Agency (SFMTA) has a strong commitment to the community we serve and our employees. As an equal opportunity employer, we strive to have a workforce that reflects the community we serve. No person is unlawfully excluded from employment opportunities based on sex, race, age, religion, color, national origin, ancestry, physical disability, mental disability, medical condition (associated with cancer, a history of cancer, or genetic characteristics), HIV/AIDS status, genetic information, marital status, sexual orientation, gender, gender identity, gender expression, military and veteran status, or other protected category under the law.

The SFMTA Equal Employment Opportunity (EEO) policy applies to all employment actions, including but not limited to, recruitment, hiring, selection for training, promotion, transfer, demotion, layoff, termination, rates of pay or other forms of compensation. All applicants and employees have the right to file complaints alleging discrimination. Retaliation against an individual who files a charge or complaint of discrimination, participates in an employment discrimination proceeding (such as an investigation or lawsuit), or otherwise engages in protected activity is strictly prohibited and will not be tolerated. The SFMTA is committed to providing reasonable accommodations to applicants and employees who need them because of a disability or to practice or observe their religion, absent undue hardship.

As the SFMTA's Director of Transportation, I maintain overall responsibility and accountability for the SFMTA's compliance with its EEO Policy and Program. To ensure day-to-day management, including program preparation and monitoring, I have appointed Virginia Harmon, EEO@sfmta.com or 415-646-2309, as SFMTA's EEO Officer. Virginia will report directly to me and acts with my authority with all levels of management, labor unions and employees. All SFMTA executives, management, and supervisory personnel, however, share in the responsibility for implementing and monitoring the SFMTA's EEO Policy and Program within their respective areas and will be assigned specific tasks to ensure compliance is achieved. The SFMTA will evaluate its managers' and supervisors' performance on their successful implementation of the SFMTA's policies and procedures, in the same way SFMTA assesses their performance regarding other agency's goals.

The SFMTA is committed to undertaking and developing a written nondiscrimination program that sets forth the policies, practices and procedures, with goals and timetables, to which the agency is committed and make the EEO Program available for inspection by any employee or applicant for employment upon request. I am personally committed to a workplace that acts upon its daily responsibility to treat all applicants and employees with dignity and respect, as well as equitably under the guidelines of our EEO Policy and Program.



Jeffrey P. Tumlin, Director of Transportation

November 14, 2023

Date

CHAPTER 2: POLICY DISSEMINATION

INTERNAL DISSEMINATION

The SFMTA EEO Policy Statement is published and disseminated annually by email by the Director of Transportation to all staff. It is also posted on the SFMTA intranet site. A copy of the statement is included in the handbook and policy materials are provided to all employees on initial appointment, promotion, transfer or reassignment. Employees are required to sign an acknowledgement of receipt of the handbook and policies.

Printed copies of the EEO Policy statement are posted on bulletin boards and in conspicuous locations at various SFMTA work areas, along with Federal and State labor law posters and information relating to reporting complaints of discrimination and harassment.

The Racial Equity Officer, the Director of Transportation and the EEO Officer engage in ongoing communication with affinity groups. They attend affinity meetings (as requested) to seek input on program implementation and engage the various groups in events and programs. Listening sessions have also been held. Input from affinity groups and the 2021 Listening sessions have helped shape Strategic Plan goals/metrics and the Employee Engagement survey.

The SFMTA Board of Directors, Director of Transportation and management staff also receive biennial EEO trainings and periodic briefings on EEO policies, programs, and complaint procedures and filings. The agency's EEO Policy and discrimination, harassment and retaliation complaint procedures are presented and discussed during the agency's New Employee Orientation program. New supervisors and managers are also required to undergo EEO training within 90 days of appointment. SFMTA employees also receive periodic training and reminders on the SFMTA EEO policies, programs, and complaint procedures.

EXTERNAL DISSEMINATION

The EEO Policy Statement is posted on the SFMTA's public website. It is regularly referenced in recruitment material. All job announcements contain language referencing the agency's status as "an equal employment opportunity employer." The agency's vacancy announcements are regularly sent to a variety of recruitment sources including trade unions, transit associations, local and state governmental agencies, minority and women organizations and community-based organizations. Announcements are also sent to local print media sources, trade publications, and the City and County of San Francisco Job Opportunities website.

CHAPTER 3: DESIGNATION OF PERSONNEL

As part of its efforts to ensure equal employment opportunity to all individuals, SFMTA has designated specific responsibilities to various staff to ensure that the EEO/AA plan focuses on all components of the employment system. To that end, the Director of Transportation and the EEO Officer assume the responsibilities described below.

DIRECTOR OF TRANSPORTATION

The primary overall responsibility and accountability for implementing the EEO/AA rests with the Director of Transportation, through the EEO Officer. In that capacity, the Director

of Transportation designates an executive level EEO Officer with the responsibility for developing, administering, implementing and monitoring SFMTA compliance with the EEO Program. The Director of Transportation ensures that the EEO Officer is given adequate authority to implement the program, along with an appropriate level of staffing and management support to successfully implement the program. The EEO Officer is ultimately responsible for adherence to SFMTA's policy of equal employment opportunity and affirmative action. The Director of Transportation's role includes, but is not limited to, the following:

- Designate appropriate personnel with the responsibility for overseeing, administering, implementing, and monitoring SFMTA's EEO/AAP. Ensure that these personnel are identified in writing by name and job title
- Ensure that those designated personnel responsible for all SFMTA EEO/AAP components are given the necessary authority and top management support and staffing to successfully implement their assigned responsibilities
- Impart the personal direction that assures total involvement and commitment to equal employment opportunity programs through SFMTA's EEO/AAP

EEO OFFICER

Responsibility for the daily management of the EEO/AA rests with the EEO Officer who ensures adherence to all relevant EEO/AA policies and procedures through executive staff, department managers, and supervisors. The SFMTA EEO Officer is Virginia Harmon and she can be reached at EEO@sfmta.com or 415-646-2309. She reports directly to the Director of Transportation. Successful implementation of this program is a basis for evaluating the EEO Officer's effective work performance. The EEO Officer's responsibilities include, but are not limited to, the following:

- Developing the EEO policy statement and a written EEO Program
- Assisting management in collecting and analyzing employment data, identifying problem areas, setting goals and timetables, and developing programs to achieve goals
- Designing, implementing, and monitoring internal audit and reporting systems to measure program effectiveness and to determine where progress has been made and where proactive action is needed
- Reviewing the agency's non-discrimination plan with all managers and supervisors to ensure that the policy is understood
- Concurring in the hiring and promotion process
- In conjunction with human resources, periodically reviewing employment practices policies (e.g., hiring, promotions, training), complaint policies, performance evaluations, grievance procedures, and union agreements

- Meeting bi-weekly with the SFMTA Director of Transportation to discuss agency goals and vendor/contractor compliance issues and ensure that the agency is implementing EEO program requirements in accordance with regulations.
- Serving as liaison between the agency; Federal, state, county, and local governments; regulatory agencies; and community groups representing minorities, women, and persons with disabilities, and others
- Maintaining awareness of current EEO laws and regulations, and ensuring the laws and regulations affecting nondiscrimination are disseminated to responsible officials
- Investigating complaints of EEO discrimination
- Providing EEO training for employees and managers
- In conjunction with human resources, advising employees and applicants of available training programs and professional development opportunities
- Auditing postings of the EEO policy statement to ensure compliance information is posted and up to date
- Developing and recommending EEO/AA policies and procedures, including written EEO/AA internal and external communication procedures
- Assisting in recruiting minorities, women, persons with disabilities, and veterans, while suggesting outreach sources for use by hiring officials

MANAGERS AND SUPERVISORS

In their direct day-to-day contact with SFMTA's employees, managers and supervisors have certain responsibilities to facilitate SFMTA's compliance with the effective implementation of the EEO/AA plan. These include, but are not limited to, the following:

- Assisting in identifying problem areas and establishing agency and unit goals and objectives
- Actively participating with organizations specifically serving the needs of protected groups as well as community organizations and community service programs designed to promote EEO
- Actively participating in periodic audits of all aspects of employment in order to identify and remove barriers obstructing the achievement of specified AA goals and objectives
- Holding regular discussions with other managers, supervisors, employees and affinity groups to ensure the agency's policies and procedures are being followed

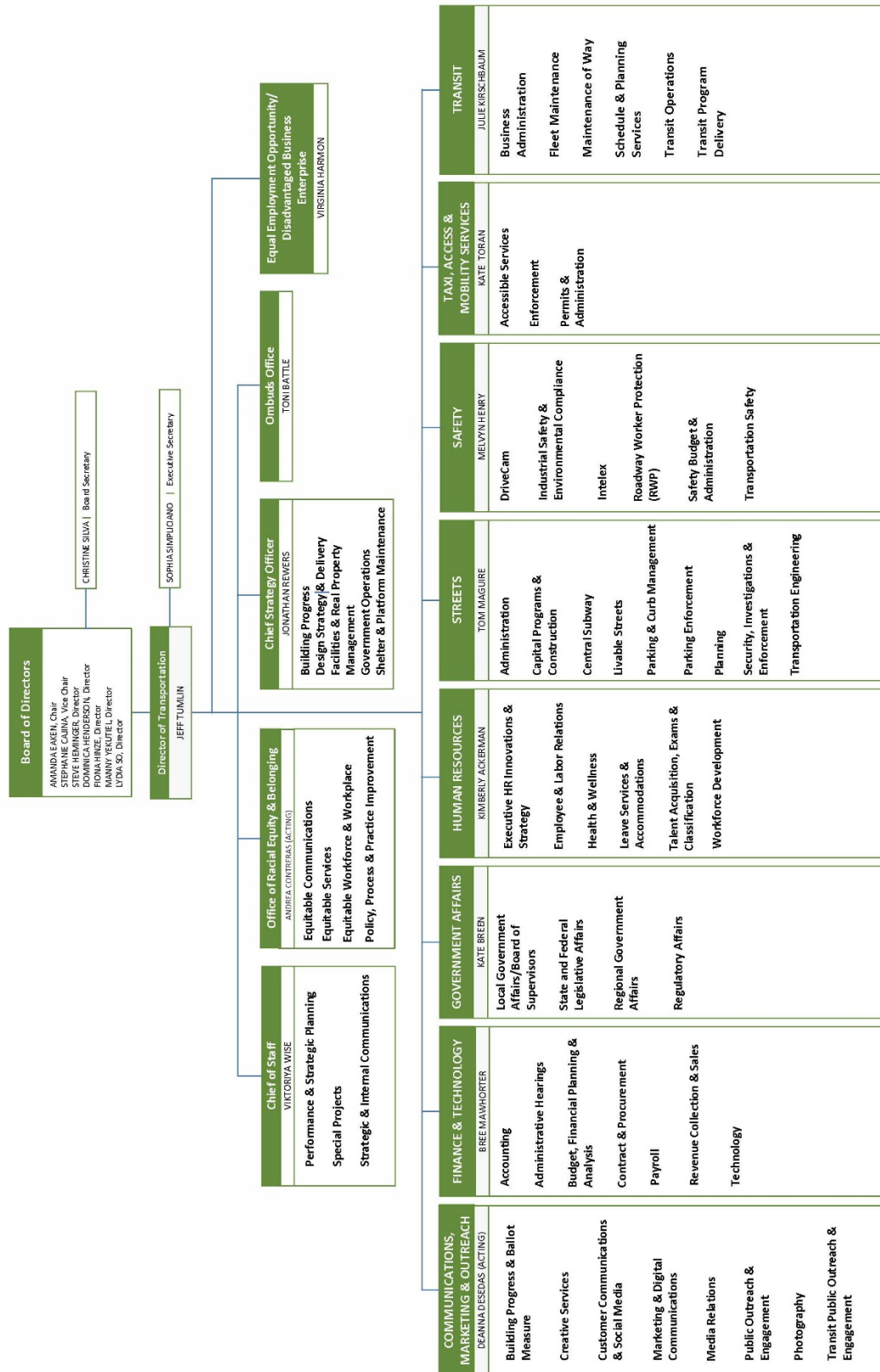
- Reviewing the qualifications of all employees to ensure that minorities, persons with disabilities, and women are given full opportunities for transfers, promotions, training, salary increases, and other forms of compensation
- Participating in the review and/or investigation of complaints alleging discrimination
- Conducting and support career counseling for all employees
- Participating in periodic audits to ensure that each agency unit is in compliance (e.g., EEO posters are properly displayed on all employee bulletin boards)
- In conjunction with the EEO Officer, maintaining and updating the personnel database for generating reports required for the nondiscrimination program
- Cooperating with the EEO Officer in reviewing information and investigating complaints
- Encouraging employee participation to support the advancement of the EEO Program (e.g., professional development and career growth opportunities, posting promotional opportunities, shadowing, mentoring)

AGENCY RESPONSIBILITIES

Pursuant to the EEO policy, all SFMTA executives, management and supervisory personnel share in the responsibility for implementing and monitoring the EEO Policy and Program within their respective areas and are assigned specific tasks to ensure compliance is achieved. The Agency evaluates its managers' and supervisors' performance on their successful implementation of EEO policies, in the same way SFMTA assesses their performance regarding other agency goals.



Figure 4: SFMTA Organization Chart



CHAPTER 4: UTILIZATION ANALYSIS

To guide the development of remedial steps needed to address areas where there might be disparities, several types of analyses were conducted, including a Utilization Analysis and Labor Market Availability Analysis. The utilization analysis compares people that SFMTA has hired with the pool of persons in the labor force who are employed or are seeking employment in each occupational category, by race/ethnic group and sex. The goal is to identify job categories that have an underutilization or concentration of minorities and women in relation to their availability in the relevant labor market. The analysis also helps establish the framework for goals and timetables to correct employment practices that contributed to any identified underutilization or concentration. The first step is to identify the total number of employees in each of the eight EEO-4 Job Category, cross-referenced by race and sex.

The occupational categories and the types of SFMTA workers in each category during the past three fiscal years are shown below (Job Categories are in bold).

DESCRIPTION OF EEOC JOB CATEGORIES AND SFMTA OCCUPATIONS IN THE CATEGORIES

1. **Officials and 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. This does not include sworn administrators. Examples of relevant EEO-4 Category 1 workers are executives, middle management, plan managers, department managers, superintendents, salaried supervisors who are members of management.

Table 1: SFMTA Occupations in EEOC Category 1

1375 Special Assistant XVI	9179 Manager V
7126 Mechanical Shop & Equipment Superintendent	9180 Manager VI
7263 Maintenance Manager	9181 Manager VII
9140 Transit Manager I	9182 Manager VIII
9141 Transit Manager II	9183 Deputy Director I
9172 Manager II	9186 General Manager, Public Transportation
9177 Manager III	9187 Deputy Director II
9174 Manager IV	9190 Board Secretary

2. **Professionals:** Occupations which require specialized and theoretical knowledge usually acquired through college training or through work experience and other training which provides comparable knowledge. Includes: Examples: Attorneys, accountants, auditors, airplane pilots, navigators, architects, artists, chemist, designers, dietitians, editors, engineers, librarians, mathematicians, natural scientists, registered professional nurses, personnel and labor relations workers, physical scientist, physicians, social scientist, and

teachers, research assistants, medical aides, child support worker, welfare service aides, library assistants and clerks, and ambulance attendants.

Table 2: SFMTA Occupations in EEOC Category 2

1023 IS Administrator III	1844 Senior Management Assistant
1041 IS Engineer-Assistant	1942 Assistant Materials Coordinator
1042 IS Engineer-Journey	1950 Assistant Purchaser
1043 IS Engineer-Senior	2978 Contract Compliance Officer II
1044 IS Engineer - Principal	2992 Contract Compliance Officer I
1051 IS Business Analyst - Assistant	3554 Associate Museum Registrar
1052 IS Business Analyst	3630 Librarian 1
1053 IS Business Analyst - Senior	5177 Safety Officer
1054 IS Business Analyst - Principal	5201 Junior Engineer
1070 IS Project Director	5203 Assistant Engineer
1091 IT Operations Support Administrator I	5207 Associate Engineer
1092 IT Operations Support Administrator II	5211 Senior Engineer
1093 IT Operations Support Administrator III	5212 Principal Engineer
1094 IT Operations Support Administrator IV	5241 Engineer
1095 IT Operations Support Administrator V	5277 Planner I
1231 EEO Senior Specialist	5283 Planner V
1233 EEO Programs Specialist	5288 Transportation Planner II
1241 Human Resources Analyst	5289 Transportation Planner III
1244 Senior Human Resources Analyst	5290 Transportation Planner IV
1246 Principal Human Resources Analyst	5293 Planner 4
1250 Recruiter	5298 Planner 3-Environmental Review
1312 Public Information Officer	5320 Illustrator and Art Designer
1314 Public Relations Officer	5408 Coord of Citizen Involvement
1373 Special Assistant XIV	5502 Project Manager I
1374 Special Assistant XV	5504 Project Manager II
1649 Accountant Intern	5506 Project Manager III
1652 Senior Accountant	6130 Safety Analyst
1654 Accountant III	6138 Industrial Hygienist
1657 Accountant IV	8167 Parking Hearing Examiner
1670 Financial Systems Supervisor	9144 Investigator, Taxi & Accessible Services
1820 Junior Administrative Analyst	9150 Train Controller
1822 Administrative Analyst	9195 LRV Equipment Engineer
1823 Senior Administrative Analyst	9520 Transportation Safety Specialist
1824 Principal Admin Analyst	9530 Labor Relations Representative, SFMTA
1840 Junior Management Assistant	9976 Technology Expert 1
1842 Management Assistant	

3. **Technicians:** Occupations which require a combination of basic scientific or technical knowledge and manual skill, which can be obtained through two years of post-high school education, such as may be obtained through a junior college, technical institute, or through equivalent on the job training. Examples: Computer programmers, computer operators, drafting aides, electricians, engineering aides, junior engineer, mathematical aides, licensed practical or vocational nurses, photographers, radio operators, scientific assistants, surveyors, technical illustrators, medical technicians, dental technicians, electronic technicians, and physical science technicians.

Table 3: SFMTA Occupations in EEOC Category 3

1091 IT Operations Support Administrator I	5381 Student Engineer Trainee II, Architecture, Engineering, & Planning
1092 IT Operations Support Administrator II	5382 Student Engineer Trainee III, Architecture, Engineering, & Planning
1770 Photographer	6231 Senior Street Inspector
5362 Engineering Assistant	6235 Heat & Vent Inspector
5364 Engineering Associate 1	6252 Line Inspector
5366 Engineering Associate 2	6318 Construction Inspector
5380 Student Engineer Trainee I, Architecture, Engineering, & Planning	6319 Senior Construction Inspector

4. **Protective Service Workers:** Occupations in which workers are entrusted with public safety, security and protection from destructive forces. Includes: police patrol officers, firefighters, guards, deputy sheriffs, bailiffs, correctional officers, detectives, marshals, harbor patrol officers, game and fish wardens, park rangers (except maintenance), and kindred workers.

Table 4: SFMTA Occupations in EEOC Category 4

8121 Transit Fare Inspector Supervisor/ Investigator	8216 Senior Parking Control Officer
8201 School Crossing Guard	8219 Parking Enforcement Admin
8214 Parking Control Officer	

5. **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. Such positions may fall within an identified pattern of staff development and promotion under a "New Careers" concept. Included: research assistants, medical aides, child support workers, policy auxiliary welfare service aides, recreation assistants, homemaker aides, home health aides, library assistants and clerks, ambulance drivers and attendants, and kindred workers.

Table 5: SFMTA Occupations in EEOC Category 5

1203 Personnel Technician	9916 Public Service Aide -Public Works
9910 Public Service Trainee	9920 Public Service Aide-Asst to Prof

9914 Public Service Aide-Administration	9940 Pre-Apprentice Automotive Mechanic
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6. **Administrative Support (Including Clerical/Sales):** 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. Includes: bookkeepers, messengers, clerk-typist, stenographers, court transcribers, hearing reporters, statistical clerks, dispatchers, license distributors, payroll clerks, office machine and computer operators, telephone operators, legal assistants, sales workers, cashiers, toll collectors, and kindred workers.

Table 6: SFMTA Occupations in EEOC Category 6

1202 Personnel Clerk	1704 Communications Dispatcher I
1204 Senior Personnel Clerk	1705 Communications Dispatcher 2
1222 Senior Payroll & Personnel Clerk	1708 Senior Telephone Operator
1224 Principal Payroll & Personnel Clerk	1929 Parts Storekeeper
1226 Chief Payroll & Personnel Clerk	1931 Senior Parts Storekeeper
1310 Public Relations Assistant	1934 Storekeeper
1402 Junior Clerk	1935 Principal Parts Storekeeper
1404 Clerk	1936 Senior Storekeeper
1406 Senior Clerk	1937 Supervising Parts Storekeeper
1408 Principal Clerk	5302 Traffic Survey Technician
1410 Chief Clerk	8168 Parking Hearing Supervisor
1424 Clerk Typist	9122 Transit Information Clerk
1426 Senior Clerk Typist	9124 Senior Transit Information Clerk
1444 Secretary I	9126 Transit Traffic Checker
1446 Secretary II	9128 Senior Transit Traffic Checker
1450 Executive Secretary I	9131 Station Agent
1452 Executive Secretary II	9166 Transit Ambassador
1454 Executive Secretary III	9504 Permit and Citation Clerk
1632 Senior Account Clerk	9506 Senior Permit and Citation Clerk
1634 Principal Account Clerk	9508 Principal Permit and Citation Clerk

7. **Skilled Craft Workers:** Manual workers who typically operate machine or processing equipment or perform other factory type duties of a skill level that can be mastered after an extensive period of training. Examples: Mechanics, repairers, skilled machine operators, typesetters, engravers, motion picture projectionists, stationary engineers, tailors, apprentices, delivery workers, motor operators, photographic process workers, truck and tractor drivers, welders, flame cutters, plumbers, bricklayers, carpenters, machinists, metalworkers, and auto attendants.

Table 7: SFMTA Occupations in EEOC Category 7

7205 Chief Stationary Engineer	7331 Apprentice Maint Machinist 2
7216 Electrical Transit Shop Supervisor I	7332 Maintenance Machinist
7226 Carpenter Supervisor	7334 Stationary Engineer
7228 Automotive Transit Shop Supervisor I	7335 Senior Stationary Engineer
7235 Transit Power Line Supervisor I	7340 Maintenance Controller
7238 Electrician Supervisor I	7342 Locksmith
7241 Senior Maintenance Controller	7344 Carpenter
7242 Painter Supervisor	7345 Electrician
7243 Parking Meter Repairer Supervisor 1	7346 Painter
7249 Auto Mechanic Supervisor I	7347 Plumber
7253 Electrical Transit Mechanic Supervisor I	7358 Patternmaker
7258 Maintenance Machinist Supervisor I	7364 Power System Operator
7262 Maintenance Planner	7365 Senior Power System Operator
7264 Auto Body & Fender Work Supervisor 1	7366 Transit Power Line Worker
7274 Transit Power Line Worker Supervisor II	7371 Electrical Transit System Mechanic
7286 Wire Rope Cable Maintenance Supervisor	7376 Sheet Metal Worker
7287 Supervising Electronic Maintenance Technician	7380 Electrical Transit Mechanic Assistant Supervisor
7305 Metal Fabricator	7381 Automotive Mechanic
7306 Automotive Body and Fender Worker	7382 Automotive Mechanic Assistant Supervisor
7309 Car & Auto Painter	7390 Welder
7310 Transit Power Cable Splicer	7408 Assistant Power House Operator
7313 Automotive Machinist	7410 Automotive Service Worker
7315 Auto Machinist Assistant Supervisor	7412 Automotive Service Worker Assistant Supervisor
7318 Electronic Maintenance Technician	7432 Electrical Line Helper
7319 Electric Motor Repairer	7444 Parking Meter Repairer
7320 Apprentice Automotive Machinist1	7458 Switch Repairer
7321 Apprentice Automotive Machinist 2	7472 Wire Rope Cable Maintenance Mechanic
7322 Auto Body & Fender Worker Assistant Supervisor	7473 Wire Rope Cable Maintenance Mechanic, Trainee
7326 Glazier	9145 Traffic Signal Electrician
7327 Apprentice Maintenance Machinist 1	9147 Traffic Signal Electrician Supervisor I
7328 Operating Engineer	9149 Traffic Signal Electrician Supervisor II
7329 Electronic Maintenance Technician, Assistant Supervisor	

8. **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. Workers in this group may operate machinery. Includes: chauffeurs, laundry and dry cleaning operatives, truck drivers, bus drivers, garage laborers, custodial employees, gardeners and groundkeepers, refuse collectors, construction laborers, park rangers (maintenance), farm workers (except managers), craft apprentices/trainees/helpers, and kindred workers.

Table 8: SFMTA Occupations in EEOC Category 8

2708 Custodian	7540 Track Maintenance Worker
2716 Custodial Assistant Supervisor	9102 Transit Car Cleaner
2719 Janitorial Services Assistant Supervisor	9104 Transit Car Cleaner, Assistant Supervisor
3417 Gardener	9110 Fare Collections Receiver
5303 Supervisor, Traffic & Signs	9116 Senior Fare Collect Receiver
5306 Traffic Sign Manager	9117 Principal Fare Collect Receiver
7120 Building & Grounds Maintenance Superintendent	9132 Transit Fare Inspector
7219 Maintenance Scheduler	9136 Transit Training Specialist
7251 Track Maintenance Worker Supervisor I	9139 Transit Supervisor
7355 Truck Driver	9152 Transportation Controller Trainee
7454 Traffic Signal Operator	9153 Transportation Controller
7457 Sign Worker	9160 Transit Operations Specialist
7510 Lighting Fixture Maintenance Worker	9163 Transit Operator
7514 General Laborer	

DETERMINING LABOR MARKET AVAILABILITY

Labor market availability analysis is an estimate of the number of individuals in each protected group that are available and qualified for employment in a given occupational category in the relevant labor market. It is expressed as a percentage of all qualified individuals available for employment. Utilization analyses and goal setting depend on an accurate availability analysis. Such data make it possible to compare the percentages of those who could reasonably be expected to be employed versus current employment (from the workforce analysis), identify underutilization or areas of deficiency, and establish goals and timetables to correct any problems.

STEPS IN UTILIZATION ANALYSIS

Availability Factors: Several factors need to be considered when developing availability estimates for each job category:

- Internal Factors: The percentage of minorities, women, individuals with disabilities, and veterans among those promotable, transferable, and trainable within the organization.
- External Factors: The percentage of minorities, women, individuals with disabilities, and veterans with the requisite skills in the reasonable recruitment area.

Reasonable Recruitment Area (External): This refers to geographic locations where SFMTA typically recruits or draws job applicants. This could be the whole United States, the State of California, or Northern California Bay Area counties. The reasonable recruitment areas were weighted according to SFMTA's traditional recruitment practices.

Local Labor Market: Recruitment for some job categories is done locally, meaning Bay Area counties where SFMTA employees typically reside or hail from. These counties include San Francisco, Alameda, Contra Costa, Marin, Napa, San Mateo, Santa Clara, San Joaquin, Sacramento, Solano, Sonoma, and Stanislaus. Labor market availability data for these twelve counties was tabulated by EEO-4 category as a basis of calculations used in this EEO/AA plan.

Obtain Availability Data:

Labor market availability statistics are derived from the 2022 American Community Survey One-Year Survey (ACS-1) conducted by the U.S. Census Bureau. This includes the number of people in the civilian labor force who are in the labor force, i.e. employed or actively seeking employment.

Labor market availability was then compared to internal utilization of employees within each EEOC Job Category, cross-referenced by sex, race/ethnicity.

- Workforce analysis by EEOC Job Category (agency-wide). Please see Exhibit B.
- Job Category Summary by EEOC Job Category (agency-wide). Please see Exhibit D.
- Job Category Summary by Job Title (agency-wide). Please see Exhibit E.
- Workforce Availability Analysis, please see Exhibit F.

Any resulting underutilization of employees served as the basis for recommended goals. For Agency-wide Utilization Analysis and Goals, please see Exhibit G-1.



CHAPTER 5: WORKFORCE GOALS

SFMTA has established goals for each EEO job category where underutilization has been identified (see Exhibit G-2). These goals consider the availability of qualified persons in the relevant labor market area and are to be attained through the implementation of action-oriented programs. In setting goals, the following criteria were taken into consideration.

1. Goals are objectives/targets that are reasonably attainable through “good faith efforts.”
2. Goals may not be rigid and inflexible quotas that must be met. Quotas, set-asides and preferences are illegal.
3. Goals do not require the hiring of persons when there are no vacancies.
4. Goals may not be used to supersede merit selection systems. Affirmative Action programs do not require an appointment of a person who lacks the qualifications to perform the job (“less qualified”), nor does it require preference be shown by hiring a less qualified person over a more qualified one.
5. Goals should have a timetable that allows progress to be tracked.
6. Goals and associated timetable(s) represent a guidepost against which SFMTA can measure progress in remedying identified deficiencies in SFMTA’s workforce.

The following process was used to establish goals and timetables.

GOALS METHODOLOGY - WHOLE PERSON RULE

Under the Whole Person method, underutilization is declared when the relevant available labor market percentage for a protected group within an EEO job category exceeds the current workforce percentage within that group by one or more persons. This rule is based on the premise that the employer cannot recruit less than a whole person.

- After establishing under-utilization, reviewing vacancy projections, staffing needs and recruitment strategies, SFMTA established goals for each underutilized job category. This is a percentage placement rate, which is a target percentage that is used as a guideline, not a quota, in filling positions with people in underutilized categories.
- Goals were established for protected group in job categories where underutilization was identified.
- Actions plans were established for reaching the goals using the placement rates and anticipated employment opportunities. In identifying anticipated employment opportunities, SFMTA considered contraction in its workforce for coming years, as well as expected turnover.

- Job category size was another factor considered in formulating goals. This is because job categories with less than two incumbents rarely result in the assignment of goals. In addition, goals were not established where the difference between workforce utilization and parity was less than one whole person.
- Goals that would exclude protected groups were not set. Exhibit G-2 shows the number and percentage of representation of employees, the labor market availability percentage, and whether the job category has any underutilized protected groups. It also includes goals and the number of protected individuals needed to achieve parity within the job category.
- Goals were separated into two categories: long-term and short-term

Long-term Goals (Four Years)

- The key long-term SFMTA goal is to have a workforce where groups like minorities and women are represented in all job categories in numbers proportionate to their availability in the overall San Francisco labor marketplace within the next four-year time period.
- While we are making efforts to reach parity for all underrepresented groups, achieving a representative workforce is dependent on the commitment and good faith efforts of SFMTA management to foster and promote EEO principles.

See Exhibit G-1 Workforce Utilization and Goals by Job Category and Workforce Goals by Job Category for long term goals.

Short-term Goals (Annual)

The short-term goal of the SFMTA is to attain annual progress that is measurable and consistent with our long-term employment goals. Under the direction of our EEO Officer, and in coordination with the Director of Human Resources and our Division Managers, annual short-term goals are established for occupational categories and specific job classifications. Short-term goal achievement and any shortfalls will be analyzed annually.

Measuring Goal Progress

As part of this EEO/AA plan, goals established for prior fiscal years were reviewed in terms of filled vacancies. Goal progress pertaining to minorities and women is measured by occupational category on an aggregate agency wide basis. See Exhibit H for a Performance to goals analysis.

While the SFMTA is committed to achieving parity through identified short and long-term goals, it has faced ongoing challenges in hiring to address underutilization/overconcentration in EEO-4 categories. The creation of Ombudsperson office, the only one in the City and County of San Francisco departments, has not only assisted in the resolution of non-EEO complaints and the proactive handling of many issues internally, it has also helped progress towards goals. For instance, EEO-related trainings for managers and supervisors conducted by the Ombudsperson have contributed to ensuring that exempt appointments are made transparent and consistent with EEO principles.

EFFORTS TO ACHIEVE GOALS AND REDUCE UNDERUTILIZATION

- SFMTA has worked to improve recruitment efforts by attending job fairs where underrepresented groups are likely to attend. It has also created apprenticeship and internship programs to provide on-the-job training to underrepresented individuals.
- SFMTA has reviewed and revised its hiring processes to promote awareness of areas of workforce underutilization, fairness and transparency in the selection process, requiring diversity on selection panels and online bias training for panelists prior to selection interviews.
- SFMTA has also required two-day Implicit Bias training for its managers and supervisors in an effort to reduce the detrimental impacts of unconscious preconceived attitudes/stereotypes on employment practices.

Ongoing Challenges to Reaching Workforce Parity

- A key challenge is that SFMTA is recruiting and attracting candidates from a smaller labor pool. San Francisco has faced multiple years of extremely low levels of unemployment. For instance, according to the US Bureau of Labor Statistics, unemployment rate in the Bay Area counties like San Francisco was just 2.2 percent in December 2022 (U.S. BLS). According to the Bay Area Council Economic Institute, there were sharp job losses in 2020. By March 2022 the Bay Area had only recovered 77.8 percent of the jobs lost between February and April 2020. Both American Community Survey (ACS) and Current Population Survey (CPS) show that many counties in the region now have employment rates of about 3-4 percent.
- Like many other Transit agencies in the United States, SFMTA continues to experience challenges in hiring females in Skilled Crafts and Service Maintenance positions. A longer time period is needed to correct imbalances in categories requiring specialized training and skills. SFMTA continues to pursue apprenticeship programs, and targeted recruitment of women from non-profit organization working to place underrepresented individuals in the trades.

- Another factor making it difficult to recruit and attract employees is that the dramatic increase in the cost of living in San Francisco has surpassed wage increases for many people, making it difficult to recruit and attract employees. According to the Bureau of Labor statistics, between December 2021 and 2022, The San Francisco Bay Area’s consumer price index — which measures the average cost of goods and services over time — increased by 4.9%, contributing to an out-migration of underrepresented residents. For instance, San Francisco has experienced a tremendous decline in African American residents, from a high of 13.4 percent in the 1970s to below 5 percent today.
- The COVID-19 pandemic has also resulted in significant changes in the regional labor market. For instance, women lost many more jobs than men, and the economic downturn severely limited women’s labor force participation as many had to choose between caretaking and job searching. School closures made it even more difficult to recruit women as many of them were unable to go to work or work remotely (Adams-Prassl et al. 2020, Alon et al. 2020a, Collins et al. 2020).
- Moreover, according to the US Bureau of Labor Statistic, some groups that have been traditionally under-represented in the Bay Area region’s transportation industry, like Hispanic men tend to work in other occupations. For instance, among employed men, Hispanics were more likely to work in the construction industry (22 percent) than were Whites (14 percent), Blacks (7 percent), or Asians (4 percent). Employed Black men were more likely to work in transportation and utilities (16 percent) than were Hispanics (9 percent), Whites (8 percent), and Asians (8 percent).

While SFMTA’s effort to achieve parity in workforce utilization have not been completely fully successful, the agency will continue to look to creative practices to recruit diverse pools of applicants, providing transparency and fairness in our hiring selection processes in an effort to achieve our hiring goals while reducing underutilization and overconcentration in our workforce.

CHAPTER 6: ASSESSMENT OF EMPLOYMENT PRACTICES

BACKGROUND

1. Recruitment

SFMTA’s Human Resources Division (HRD) is responsible for recruitment efforts. Given that the agency is a City Department (Department of Transportation), HRD works in conjunction with the City’s Department of Human Resources (DHR) on the recruitment, applications, hiring, and related processes.

As such, HRD initiates recruitment efforts for MTA positions. EEO and HRD often collaborate on their targeted recruitment efforts.

Enclosed are the following attachments:

- a list of organizations, agencies, companies HRD contacts
- recruitment schedule since FY 2021

2. The Civil Service Hiring Process and Appointment Types

Hiring at SFMTA is done pursuant to a merit-based selection process. The Charter of the City and County of San Francisco states “All employees of the City and County shall be appointed through competitive examination. Unless exempted by the Charter”. Permanent Civil Service (PCS) positions at SFMTA may be full or part time. The benefits to permanent civil service employment include membership in the retirement system, health insurance beginning the first pay period following employment, and salary step increases based on union contract.

Applicants for PCS positions must file an application to take a permanent civil service examination, show they meet the minimum qualifications as defined by the examination announcement, and compete in an examination process.

Permanent Exempt (PEX) positions, such as department heads and high-level managers, do not require appointment via the civil service process. Temporary Exempt (TEX) appointments are also allowed for short-term assignments not to exceed 1040 hours in duration, and for positions attached to special projects. Exempt employees may be displaced or laid-off in favor of a permanent employee.

The SFMTA Human Resources Division posts all vacant positions internally through email notifications for reassignment and promotional opportunities, and externally through the City and County of San Francisco Department of Human Resources website.

3. EEO Hiring Review

The SFMTA EEO Office reviews and concurs in all hiring decisions, including permanent, exempt, provisional and temporary employees. Pursuant to our EEO Hiring Policy (attached as Exhibit K), EEO staff concurs in an effort to ensure that our hiring practices are not discriminatory by reviewing job announcements, posting periods, job descriptions, minimum and desirable qualifications, applicant pool, compensation, interview process, including candidate selection and questions, panelists and selection of the best qualified candidate.

4. Transfers and Promotion Policies

- a. Transfers – It is SFMTA policy to afford current employees the opportunities for transfers and promotions without regard to race, color, religion, sex, national origin, age, disability, or military status. Individuals interested in transfers are required to complete a SFMTA application for currently open positions. These candidates bypass testing and are directly certified for interviews. They must however be selected through a competitive interview process. Selection is determined by work performance, expected potential, and qualifications for the new job.

- b. Promotions – SFMTA makes every effort to promote from within and provide employees with developmental opportunities to qualify them for promotional opportunities. Developmental programs include training and tuition reimbursement.

5. Training and Educational Opportunities

SFMTA seeks to employ competent employees who complete their job assignments appropriately and in an acceptable manner. As part of its commitment to maintain a highly qualified workforce, SFMTA provides opportunities for employee training to enhance job performance. Employees may also participate in seminars, conferences, and trainings.

- a. Training – Training is provided on topics such as safety and compliance, sexual or other forms of harassment, violence in the workplace, drug and alcohol, Title VI and Title VII of the Civil Rights Act, customer service, succession planning, and computer software.
- b. Education - Employees are encouraged to utilize SFMTA’s Educational/Professional Development Program which includes tuition reimbursement towards degrees, certificates, or professional development. Employees are also encouraged to borrow materials from SFMTA’s Employee Resource Center which houses a wide variety of professional and personal development books, videos, and periodicals.

6. Compensation and Benefits

SFMTA complies with the Equal Pay Act which requires that males or females in the same or similar jobs be given equal pay for equal work. It also complies with Title VII which makes it illegal to discriminate based on sex in pay or benefits. Except for the Director of Transportation, all employees are compensated pursuant to Collective Bargaining agreements.

7. Disciplinary and Termination Practices

The Director of Transportation and department executive staff or their designees hire, evaluate, discipline and discharge employees.

Employee job performance is evaluated by department executive staff, managers and supervisors on an ongoing basis. When an employee’s conduct or job performance falls below acceptable standards, they may be disciplined to improve job performance and/or for failure to adhere by SFMTA policies and procedures and/or applicable negotiated labor agreements. Generally, disciplinary action goes through a progressive sequence as follows:

- Step 1. Written Warning
- Step 2. Suspension
- Step 3. Dismissal

The purpose of progressive discipline is to ensure that an employee is informed of any performance deficiencies which may exist and provide the employee with an opportunity to

correct such deficiencies. Employees are provided an opportunity to respond to any intended disciplinary action on the part of the supervisor either orally or in writing. For represented employees, collective bargaining agreements provide further guidance and also follow a progressive sequence under most circumstances, except for particularly egregious policy violations or based in practice.

SFMTA Management, with approval by Executive Management, may elect to begin the discipline process at any stage if, in their opinion, the problem cannot be corrected by a less severe form of disciplinary action.

SFMTA Management may elect to begin the discipline process at any stage if they conclude the problem cannot be corrected by a less severe form of disciplinary action.

8. External Factors Contributing to Underutilization of Affected Classes

SFMTA recognizes the need to better promote its future job postings with external agencies that specifically train or recruit females and minorities in these areas.

9. Impact of SFMTA's Employment Practices on Applicants and Current Employees

Statistical data on the effects of SFMTA's employment practices were analyzed as indicated in Exhibit J-1. There are no known practices or processes that explicitly or implicitly prohibit or exclude any member of a class from the recruitment, application, hiring, or promotional process.

ANALYSIS OF EMPLOYMENT PRACTICES

The SFMTA issues an annual report containing its utilization analysis and assessment of employment practices annually. See Attached report issued in 2022, entitled "EEO Report_2022 Utilization and Assessment of Employment Practices".

In addition, SFMTA has prepared tables assessing employment actions from July 1, 20022 through June 30, 2023 as follows:

- a. **Hires:** Hires by job category were tabulated for SFMTA with further breakdown by division, sex, race/ethnicity, disability status, and veteran status. Please see Exhibit J-1
- b. **Rehires:** Rehires by job category were tabulated for SFMTA with further breakdown by division, sex, race/ethnicity, disability status, and veteran status. Please see Exhibit J-1
- c. **Promotions:** Promotions by job category were calculated for SFMTA with further breakdown by division, sex, race/ ethnicity, disability status, and veteran status. Please see Exhibit J-2
- d. **Transfers:** Transfers by job category between Divisions were calculated for SFMTA with

further breakdown by division, sex, race/ethnicity, disability status, and veteran status. Please see Exhibit J-3

- e. **Separations:** Voluntary and involuntary separations were calculated for SFMTA by job category with further breakdown by division, reason for separation, sex, race/ethnicity, disability status, and veteran status. Please see Exhibit J-4.
- f. **Disciplinary Actions:** Disciplinary actions were calculated for SFMTA by action taken with further breakdown by sex and race/ethnicity. Please see Exhibit J-5.
- g. **Training:** Formal and informal types of training were calculated for SFMTA by EEO-4 job category with further breakdown by division, training type, sex, race/ethnicity, disability status, and veteran status. Please see Exhibit J-6.

CHAPTER 7: MONITORING AND REPORTING

The SFMTA monitoring and reporting system measures the degree to which EEO/AA program goals and objectives are being achieved. It also allows for ongoing monitoring of recruitment activities and early interventions if necessary.

- EEO progress is reviewed monthly in meetings with the Director of Transportation and the Director of Human Resources on topics including, but not limited to, hiring, promotions, discipline and status of EEO complaints.
- The EEO Officer prepares and presents overviews of EEO/AA plan compliance on various topics including EEO complaint overview, utilization analysis, goal setting and achievement and the assessment of employment practices to the Executive team and Senior Management staff. Issues encountered are identified, corrective actions are recommended and implemented, and progress is achieved in resolving any deficiencies. The EEO Officer will consult with management who will play an important role in this review and implementation of any corrective action, if necessary.
- In conjunction with Human Resources, the EEO Officer will continually evaluate procedures for applicant tracking, employment record-keeping, and other critical components of the EEO/AAP. All open positions are posted online, emailed internally, and publicized at SFMTA's work locations. The postings include the job description and job qualifications. All postings state that "The City and County of San Francisco encourages women, minorities, and persons with disabilities to apply. Applicants will be considered regardless of their sex, race, age, religion, color, national origin, ancestry, physical disability, mental disability, medical condition (associated with cancer, a history of cancer, or genetic characteristics), HIV/AIDS status, genetic information, marital status, sexual orientation, gender, gender identity, gender expression, military and

veteran status, or other protected category under the law.” An online application tool contains information regarding applicant’s date of application, referral source, position applied for, interview status, race/ethnicity and sex, and disposition. Hiring, separation, disciplinary actions, and promotion records will also be kept.

- The EEO Officer will obtain feedback on the EEO/AA program through follow-up meetings with managers, communications with employees and evaluations of SFMTA records and reports involving enforcement of EEO/AA policies and practices. Employees are encouraged to file an EEO complaint if they believe that their rights under the SFMTA EEO/AA policy have been violated.
- The EEO section will annually disseminate the EEO policy statement and EEO poster to senior management staff with the request that it be posted in common workspaces throughout the organization. The EEO office will periodically audit work sites to ensure that the most recent version is properly posted.
- The agency issues a Utilization Analysis and Assessment of Employment Practices annually in an effort to identify, prevent and remove barriers to employment and discrimination in employment. Using data from Peoplesoft, HRDB and County census data, the agency prepares and issues its Utilization Analysis and Assessment of Employment Practices through its Executive Management team. To address any gaps in utilization, all open positions are emailed internally and physically posted in SFMTA Human Resources. Postings are also placed the City and County of San Francisco website, through social media websites, and sent to non-profit minority, women, veteran and disabled employment assistance agencies. All postings state that SFMTA is an “Equal Opportunity Employer.” SFMTA also issues its Underutilization findings and Adverse Impact in Hiring charts as well as its EEO-4 Occupational Categories key through Division Hiring Representatives, Human Resources staff and EEO. Where our Employment Practices assessment shows that there is underutilization and adverse impact in hiring, the agency practices targeted recruitment and the use of a panelist from any underutilized category.
- The agency works to address workforce underutilization through goal setting. Progress towards long-and short-term goal achievement is assessed annually. To the extent SFMTA fails to achieve our hiring goals, good faith efforts are documented. See Goal Achievement Analysis and Shortfall Memorandum and PowerPoint presentation attached as Exhibit L.
- SFMTA EEO complaints are investigated by the City’s Department of Human Resources EEO section. Exhibit M contains the SFMTA complaint policy, that provides information to employees on where and how to file EEO complaints. DHR EEO issues quarterly and annual reports of SFMTA complaints. All EEO complaints alleging discrimination or harassment based on race, color, national origin, religion,

age, sex, and disability are recorded and tracked upon receipt. The following information is recorded: Name of complainant, division, name of respondent, basis of complaint, protected category, issue, date of contact, date of resolution, resolution and name of investigator.

- SFMTA tracks its EEO complaint filings annually and triennially by division and section, basis, issue and status, as well as duration of the process for the purpose of identifying patterns or areas of concern. Resulting information is used to identify areas where further training may be needed or where corrective measures may be needed to prevent discrimination from occurring. See Exhibit M
- Contractors and subcontractors are required to comply with laws, regulations, and SFMTA policy relative to EEO and prohibiting discrimination. SFMTA subrecipients and third party contractors are monitored through submission of their EEO/AA plan as appropriate and periodic site visits. At this time, there is one contractor and one subrecipient. Transdev, our Paratransit provider has submitted its EEO/AA plan and been subjected to a site visit in its four facilities. Our sole subrecipient, the Metropolitan Transportation Commission (MTC) does not meet the threshold requirements for EEO oversight. For a list of Subrecipients and Third-party contractors, see Exhibit N
- In conjunction with Human Resources, the agency annually reviews its labor contracts for potential disparate impact.

The EEO/AA plan is reviewed and updated every four years. The EEO Officer formally reports to senior management on the program's effectiveness and submits recommendations to improve any unsatisfactory performance. During the EEO/ AAP review process, emphasis is placed on the results of the various records previously described. Consideration is also given to new and relevant laws, guidelines, regulations, and court decisions. Availability data is reviewed and updated when possible. Midway through the plan period, goals, long range goals, and placement rates may be reviewed and updated, as necessary.



REFERENCES

City and County of San Francisco Department of Human Resources [CCSF DHR] (2023)
<https://sfdhr.org/reports>

U.S. Bureau of Labor Statistics [U.S. BLS] (2023). Economy at a Glance. Data Extracted February 21, 2020. https://www.bls.gov/eag/eag.ca_sanfrancisco_msa.htm

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EQUAL EMPLOYMENT OPPORTUNITY AFFIRMATIVE ACTION PLAN

JANUARY 1, 2024 TO DECEMBER 31, 2027



Exhibits

EXHIBIT A: SUMMARY OF CHANGES IN SFMTA WORKFORCE

Jul 1, 2020 to June 30, 2023

Description:	FY21 Total Employees	FY23 Total Employees	FY21 % of Total	FY23 % of Total	FY23 # of Hires	FY23 # of Terminations	# Increase Decrease	% Increase Decrease
Total Employees	6059	6511			769	567	452	7.5%
Male	4548	4866	75.1%	74.7%	528	410	318	7.0%
Female	1511	1645	24.9%	25.3%	241	157	134	8.9%
Non-Minority	871	900	14.4%	13.8%	98	88	29	3.3%
Minority	5188	5611	85.6%	86.2%	671	479	423	8.2%
EEOC Job Category:								
Official & Administrators	166	166		2.5%	12	20	0	0.0%
Minority	91	95	54.8%	57.2%	5	11	4	4.4%
Female	75	80	45.2%	48.2%	5	10	5	6.7%
Professionals	649	698		10.7%	86	58	49	7.6%
Minority	469	517	72.3%	74.1%	71	41	48	10.2%
Female	279	308	43.0%	44.1%	42	18	29	10.4%
Technicians	59	87		1.3%	30	20	28	47.5%
Minority	40	64	67.8%	73.6%	25	16	24	60.0%
Female	21	33	35.6%	37.9%	12	10	12	57.1%
Protective Service	567	567		8.7%	61	64	0	0.0%
Minority	501	493	88.4%	86.9%	49	53	-8	-1.6%
Female	272	284	48.0%	50.1%	40	35	12	4.4%
Paraprofessionals	22	38		0.6%	3	6	16	72.7%
Minority	22	36	0.0%	94.7%	3	6	14	63.6%
Female	11	17	0.0%	44.7%	3	4	6	54.5%
Administrative Support	304	309		4.7%	26	28	5	1.6%
Minority	263	263	86.5%	85.1%	19	20	0	0.0%
Female	165	169	54.3%	54.7%	19	17	4	2.4%
Skilled Craft	1052	1093		16.8%	91	74	41	3.9%
Minority	810	864	77.0%	79.0%	74	57	54	6.7%
Female	10	8	1.0%	0.7%	0	1	-2	-20.0%
Service Maintenance	3240	3553		54.6%	460	297	313	9.7%
Minority	2807	3279	86.6%	92.3%	425	275	472	16.8%
Female	678	746	20.9%	21.0%	120	62	68	10.0%

Exhibit A - Summary of Changes in SFMTA Workforce

This Summary of Changes report compares SFMTA workforce demographics during the first year of the last Affirmative Action Plan (2020) to the Affirmative Action Plan demographics used in this report, which represent the workforce during FY23. The top portion of the chart compares Males to Females and Non-Minorities to Minorities on an agency-wide basis. The lower portion of the chart compares changes in Minority and Female populations on an agency-wide basis by EEO-4 job category.

EXHIBIT B: WORKFORCE ANALYSIS

Workforce Analysis Chart

Agency-Wide FY2023

EEO-4 Category	Employees			Female						Male						Current				Availability		Underutilization		Goals				
	Total	Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	MIN	%	FEM	%	MIN	FEM	MIN	FEM	MIN	FEM	
Administrative Support	309	169	140		78	56	17		2	16		62	20	23		5	30	263	85.1%	169	54.7%	68.8%	69.9%	22.8%	38.6%	N	47	
Officials and Administrators	166	80	86	1	20	20	5		2	32		22	14	8		3	39	95	57.2%	80	48.2%	52.8%	36.8%	14.4%	3.8%	N		
Paraprofessionals	38	17	21	1	3	11	1		1			6	7	3		3	2	36	94.7%	17	44.7%	58.3%	59.9%	46.3%	41.6%	N	5	
Professionals	698	308	390		189	25	16		7	71		202	34	33		11	110	517	74.1%	308	44.1%	61.4%	45.3%	9.8%	10.9%	N	8	
Protective Service	567	284	283		111	109	28		8	28		138	54	39		6	46	493	86.9%	284	50.1%	67.1%	21.9%	20.4%	1.7%	N		
Service Maintenance	3553	746	2807	4	89	549	64	1	9	30	15	1312	799	413		24	244	3279	92.3%	746	21.0%	73.7%	21.1%	28.5%	12.7%	N	4	
Skilled Craft	1093	8	1085		3	1	1			3	5	588	58	190	1	17	226	864	79.0%	8	0.7%	68.6%	6.0%	34.4%	4.9%	N	57	
Technicians	87	33	54		19	2	1		2	9		33	2	3		2	14	64	73.6%	33	37.9%	63.3%	34.3%	15.5%	7.4%	N		
Total Representation	6511	1645	4866	6	512	773	133	1	31	189	20	2363	988	712	1	71	711	5611	86.2%	1645	25.3%							

AMI = American Indian/Alaskan	BLK = Black or African-American	NHI = Native Hawaiian/Pacific Islander	WHT = White	N = No Goal
ASN = Asian	HSP = Hispanic or Latinx	TWO = Two or more races (Multiracial)		

Exhibit B - Workforce Analysis

This workforce analysis identifies all employees at SFMTA on an agency-wide basis by sex and race/ethnicity in each EEO-4 Job Category between July 1, 2022 and June 30, 2023. Each EEO-4 Job Category has been displayed in terms of: the total number of employees, the number of male and female employees, the total number of minority employees, the male and female minority employees, the total number of White, Black, Hispanic, Asian, Native Hawaiian or Pacific Islander, American Indian or Alaskan Native employees, and employees with two or more races. Goals based on underutilization by more than a whole person are highlighted in blue

EXHIBIT C: GOALS FOR THE NEXT FOUR YEARS

San Francisco Municipal Transit Agency Workforce Goals for the Next Four Years
Agency-Wide 31-Dec-2023

EEO-4 Category	Goal		Projected % Representation							
			12 Months		24 Months		36 Months		48 Months	
	MIN	FEM	MIN	FEM	MIN	FEM	MIN	FEM	MIN	FEM
Officials and Administrators										
Professionals		8		0.3%		0.3%		0.3%		0.3%
Technicians										
Protective Service										
Paraprofessionals		5		3.3%		3.3%		3.3%		3.3%
Administrative Support		47		3.8%		3.8%		3.8%		3.8%
Skilled Craft		57		1.3%		1.3%		1.3%		1.3%
Service Maintenance		4		0.03%		0.03%		0.03%		0.03%

Exhibit C - Goals for the Next Four Years:

SFMTA has established goals for each EEO-4 Job Category where underutilization has been identified in the workforce for females or minorities as of December 31, 2023. The goals are expressed as a placement rate, which is a target percentage that is used as a guideline, not a quota, in filling positions in underutilized categories. For interpretive purposes, the AAP goals have also been expressed as estimated headcount shortfalls.

EXHIBIT D- EEOC JOB CATEGORY SUMMARY

Agency-Wide-FY2023

EEO-4 Category	Total Employees	Total		Female							Male							Total Minorities
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
Officials and Administrators	166	80	86	1	20	20	5		2	32		22	14	8		3	39	95
Professionals	698	308	390		189	25	16		7	71		202	34	33		11	110	517
Technicians	87	33	54		19	2	1		2	9		33	2	3		2	14	64
Protective Service	567	284	283		111	109	28		8	28		138	54	39		6	46	493
Paraprofessionals	38	17	21	1	3	11	1		1			6	7	3		3	2	36
Administrative Support	309	169	140		78	56	17		2	16		62	20	23		5	30	263
Skilled Craft	1093	8	1085		3	1	1			3	5	588	58	190	1	17	226	864
Service Maintenance	3553	746	2807	4	89	549	64	1	9	30	15	1312	799	413		24	244	3279
Total Representation	6511	1645	4866	6	512	773	133	1	31	189	20	2363	988	712	1	71	711	5611
		25.26%	74.74%	0.09%	7.86%	11.87%	2.04%	0.02%	0.48%	2.90%	0.31%	36.29%	15.17%	10.94%	0.02%	1.09%	10.92%	86.18%

Exhibit D - Job Category Summary

In this Job Category Summary, each EEO-4 Job Category has been displayed on an agency-wide basis during FY23 in terms of the total number of employees, the number of male and female employees, the total number of minority employees, the male and female minority employees, the total number of White, Black, Hispanic, Asian, Native Hawaiian or Pacific Islander, American Indian or Alaskan Native employees, and employees with two or more races.

EXHIBIT E- EEOC JOB CATEGORY BY JOB TITLE

Officials and Administrators FY23

In this Job Category Summary by Job Title, each EEO-4 Job Category was examined by job title on an agency-wide basis in FY23 in terms of the total number of employees, the number of male and female employees, the total number of minority employees, the male and female minority employees, the total number of White, Black, Hispanic, Asian, Native Hawaiian or Pacific Islander, American Indian or Alaskan Native employees, and employees with two or more races.

Officials and Administrators Job Title	Total Employees	Total		Female							Male							Total Minorities
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
1375 Special Assistant 16	1		1							1								0
7126 Mech Shop & Equip Supt	5	5										1		2			2	3
7263 Maintenance Manager	1	1															1	0
9140 Transit Manager 1	1	1											1					1
9141 Transit Manager 2	2	2										1					1	1
9172 Manager II MTA	41	16	25	1	6	7	2		1	8		7	3				6	27
9174 Manager IV MTA	37	19	18		7	7			1	3		7	3	4			5	29
9177 Manager III MTA	15	7	8		3	2				3		1					6	6
9179 Manager V MTA	20	11	9		2	1	1			5		1	2			2	6	9
9180 Manager VI MTA	16	10	6			3	2			1		1	3			1	5	10
9181 Manager VII MTA	3	1	2							2		1						1
9182 Manager VIII MTA	11	6	5							5			1	1			4	2
9183 Deputy Dir I MTA	8	5	3							3		2	1	1			1	4
9186 Gen Mgr Public Trnsp Dept	1	1															1	0
9187 Deputy Dir II MTA	3	1	2		1					1							1	1
9190 Board Scty MTA	1		1		1													1
Total Representation	166	86	80	1	20	20	5	0	2	32	0	22	14	8	0	3	39	95
		51.8%	48.2%	0.6%	12.0%	12.0%	3.0%	0.0%	1.2%	19.3%	0.0%	13.3%	8.4%	4.8%	0.0%	1.8%	23.5%	57.2%

Professionals
FY23

Professionals Job Title	Total Employees	Total		Female							Male							Total Minorities
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
1041 IS Engineer-Assistant	4	2	2							2			1			1		2
1042 IS Engineer-Journey	7	6	1		1							3	1			1	1	6
1043 IS Engineer-Senior	5	4	1							1		3	1					4
1044 IS Engineer-Principal	16	14	2				1			1		4	3			1	6	9
1051 IS Business Analyst-Assistant	1	1															1	0
1052 IS Business Analyst	4	4										1					3	1
1053 IS Business Analyst-Senior	4	1	3		2					1		1						3
1054 IS Business Analyst-Principal	3	2	1		1									1			1	2
1070 IS Project Director	2	2										2						2
1091 IT Operations Support Admin I	2	2										2						2
1092 IT Operations Support Admin II	1	1										1						1
1093 IT Operations Support Admn III	2	1	1							1			1					1
1094 IT Operations Support Admin IV	5	5										4					1	4
1095 IT Operations Support Admin V	1	1										1						1
1233 EEO Programs Specialist	2	1	1		1								1					2
1241 Human Resources Analyst	36	12	24		16	4	1			3		8	1	1			2	31
1244 Senior Human Resources Analyst	14	1	13		8	4	1					1						14
1246 Prin Human Resources Analyst	3	1	2		1		1					1						3
1250 Recruiter	1	1															1	0
1312 Public Information Officer	11	7	4		1	1	1			1		1	1	1			4	6
1314 Public Relations Officer	13	3	10			2			2	6		1		1			1	6
1373 Special Assistant	1		1							1								0
1374 Special Assistant	1		1			1												1
1649 Accountant Intern	8	4	4		3	1						4						8
1652 Accountant II	9	4	5		5							3					1	8
1654 Accountant III	20	8	12		10	2						6	2					20
1657 Accountant IV	9	3	6		6							2					1	8
1670 Financial Systems Supervisor	2		2		2													2
1820 Junior Administrative Analyst	8	6	2		1					1		4				1	1	6
1822 Administrative Analyst	23	10	13		11					2		5	1	1			3	18

Professionals Job Title	Total Employees	Total		Female							Male							Total Minorities
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
1823 Senior Administrative Analyst	35	20	15		12		1		1	1		13	3			4	30	
1824 Pr Administrative Analyst	38	16	22		14	1				7		7		3		6	25	
1840 Junior Management Assistant	26	6	20		18	1	1					4	2				26	
1842 Management Assistant	20	10	10		10							7		2		1	19	
1844 Senior Management Assistant	16	9	7		5					2		6	2			1	13	
1942 Asst Materials Coordinator	2	2										2					2	
1950 Assistant Purchaser	6	3	3		3							3					6	
2978 Contract Compliance Officer 2	6	2	4		2		1		1			1	1				6	
2992 Contract Compliance Officer 1	2	1	1		1								1				2	
3630 Librarian 1	1		1							1							0	
5177 Safety Officer	1	1											1				1	
5201 Junior Engineer	15	11	4		2	1	1					6		2	1	2	13	
5203 Assistant Engineer	52	33	19		13		2			4		19	2	4		8	40	
5207 Assoc Engineer	48	39	9		8					1		25	3	2		9	38	
5211 Eng/Arch/Landscape Arch Sr	23	20	3		2					1		13		1	1	5	17	
5212 Engineer/Architect Principal	5	3	2		1					1				1	1	1	3	
5241 Engineer	30	20	10		9		1					12	2	2		4	26	
5277 Planner 1	10	5	5		2				2	1		2			1	2	7	
5283 Planner 5	1	1										1					1	
5288 Transportation Planner II	25	16	9		2	1			1	5		4		3	2	7	13	
5289 Transportation Planner III	34	16	18		6	1	2			9		2		1		13	12	
5290 Transportation Planner IV	21	10	11		2		2			7		3	1			6	8	
5298 Planner 3-Environmental Review	1		1		1												1	
5320 Illustrator and Art Designer	3	3										2	1				3	
5408 Coord of Citizen Involvement	2	1	1							1				1			1	
5502 Project Manager 1	6	2	4		2					2		1				1	3	
5504 Project Manager 2	6	4	2							2		1			1	2	2	
5506 Project Manager 3	7	4	3		1					2		3		1			5	
6130 Safety Analyst	3		3		1	1				1							2	
8167 Admin Hearing Examiner	10	6	4		1	1				2		1		1		4	4	
9144 Investigator Taxi & Access Svcs	8	8										3		1		4	4	
9195 Light Rail Vehicle Equip Eng	1	1														1	0	
9520 Trans Safety Specialist	10	8	2			1				1		3	2	3			9	
9530 Labor Relations Rep, SFMTA	5	1	4		2	2										1	4	
9976 Technology Expert I	1	1														1	0	
Total Representation	698	390	308	0	189	25	16	0	7	71	0	202	34	33	0	11	110	517
		55.9%	44.1%	0.0%	27.1%	4.8%	2.3%	0.0%	1.0%	10.2%	0.0%	28.9%	4.9%	4.7%	0.0%	0.0%	15.8%	74.1%

Technicians
FY23

Technicians Job Title	Total Employees	Total		Female							Male							Total Minorities
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
1770 Photographer	1	1															1	0
5364 Engineering Associate 1	2	2										1	1					2
5366 Engineering Associate 2	4	2	2		1	1						2						4
5380 StdntDsgnTrain1 Arch/Eng/Plng	15	8	7		5					2		7					1	12
5381 StdntDsgn Train2/Arch/Eng/Plng	46	25	21		12	1			2	6		15	1			2	7	33
5382 StdntDsgnTrain3 Arch/Eng/Plng	4	2	2		1		1					1		1				4
6231 Senior Street Inspector	1	1										1						1
6235 Heating/Ventilating Inspector	1	1															1	0
6252 Line Inspector	1	1															1	0
6318 Construction Inspector	9	8	1							1		4		2			2	6
6319 Senior Const Inspector	3	3										2					1	2
Total Representation	87	54 62.1%	33 37.9%	0 0.0%	19 21.8%	2 2.3%	1 1.1%	0 0.0%	2 2.3%	9 10.3%	0 0.0%	33 37.9%	2 2.3%	3 3.4%	0 0.0%	2 2.3%	14 16.1%	64 73.6%

Protective Services
FY23

Protective Services Job Title	Total Employees	Total		Female							Male							Total Minorities	
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT		
8121 Transit Fare Insp. Sup/Invst.	7	5	2			1				1		1	1	2			1	5	
8201 School Crossing Guard	200	62	138		90	20	12			4	12		31	9	7		2	13	175
8214 Parking Control Officer	325	196	129		19	80	11			4	15		96	41	28		4	27	283
8216 Senior Parking Control Officer	31	19	12		1	7	4						9	3	2			5	26
8219 Parking Enforcement Admin	4	1	3		1	1	1						1						4
Total Representation	567	283 49.91%	284 50.09%	0 0.00%	111 19.58%	109 19.22%	28 4.94%	0 0.00%	8 1.41%	28 4.94%	0 0.34%	138 24.34%	54 9.52%	39 6.88%	0 0.00%	6 1.06%	46 8.11%	493 86.95%	

Paraprofessionals
FY23

Paraprofessionals Job Title	Total Employees	Total		Female							Male							Total Minorities	
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT		
1203 Personnel Technician	1		1				1												1
9910 Public Service Trainee	24	10	14		3	10				1			4	4	1			1	23
9914 Public Service Aide-Admin	2	1	1			1								1					2
9916 Public Svc Aide-Public Works	2	2												2					2
9920 Publ Svc Aide-Asst to Prof	2	1	1	1													1		2
9940 Pre-Apprentice Automotive Mechanic	7	7											2		2		2	1	6
Total Representation	38	21 55.3%	17 44.7%	1 2.6%	3 7.9%	11 28.9%	1 0.0%	0 0.0%	1 2.6%	0 0.0%	0 0.0%	6 15.8%	7 18.4%	3 7.9%	0 0.0%	3 7.9%	2 5.3%	36 94.7%	

Administrative Support
FY23

Office/Clerical Job Title	Total Employees	Total		Female							Male							Total Minorities
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
1202 Personnel Clerk	8	2	6		4	2						1		1				8
1204 Senior Personnel Clerk	8	1	7		3	3	1					1						8
1222 Sr Payroll & Personnel Clerk	22	2	20		17	1	1			1		2						21
1224 Pr Payroll & Personnel Clerk	1		1		1													1
1226 Chf Payroll & Personnel Clerk	1		1		1													1
1310 Public Relations Assistant	4	1	3		1				1	1							1	2
1402 Junior Clerk	2		2				2											2
1404 Clerk	4	3	1			1						1	1	1				4
1406 Senior Clerk	22	7	15		3	9				3		6					1	18
1408 Principal Clerk	5	1	4		4												1	4
1410 Chief Clerk	2		2		2													2
1424 Clerk Typist	2	1	1				1					1						2
1426 Senior Clerk Typist	3	2	1							1		2						2
1444 Secretary 1	2		2		1		1											2
1446 Secretary 2	2		2			2												2
1450 Executive Secretary 1	5		5		1	3	1											5
1452 Executive Secretary 2	6	1	5		4		1										1	5
1454 Executive Secretary 3	1		1		1													1
1632 Senior Account Clerk	10	2	8		7		1					2						10
1634 Principal Account Clerk	10	2	8		6		1			1		2						9
1704 Communications Dispatcher 1	14	4	10		3	7								1		1	2	12
1705 Communications Dispatcher 2	6	1	5			4				1				1				5
1708 Senior Telephone Operator	1		1			1												1
1929 Parts Storekeeper	39	35	4		1	1				2		17	3	5		1	9	28
1931 Senior Parts Storekeeper	5	4	1			1						1		3				5
1934 Storekeeper	3	2	1		1							1					1	2
1935 Principal Parts Storekeeper	1	1															1	0
1936 Senior Storekeeper	2	2											1	1				2
1937 Supervising Parts Storekeeper	1	1											1					1
5302 Traffic Survey Technician	11	9	2				1			1		2	1	1			5	5
8168 Administrative Hearing Sup	1	1												1				1
9124 Sr Transit Information Clerk	3	1	2		1	1							1					3
9126 Transit Traffic Checker	1	1										1						1
9131 Station Agent Muni Railway	52	32	20		3	14	1			2		11	9	4		3	5	45
9166 Transit Ambassador	7	5	2			2						1	2	2				7
9504 Permit and Citation Clerk	15	5	10		5	1	3			1		3					2	12
9506 Snr Permit and Citation Clerk	20	8	12		6	3	2			1		6	1	1				20
9508 Prpl Permit and Citation Clerk	7	3	4		2							1		1			1	4
Total Representation	309	140	169	0.0%	25.2%	18.1%	5.5%	0.0%	0.6%	5.2%	0.0%	20.1%	6.5%	7.4%	0.0%	1.6%	9.7%	85.1%

Skilled Craft Workers
FY23

Skilled Craft Job Title	Total Employees	Total		Female							Male							Total Minorities
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
7205 Chief Stationary Engineer	1	1											1					1
7216 Electrical Transit Shop Sprv 1	4	4										3	1					4
7226 Carpenter Supervisor 1	1	1															1	0
7228 Automotive Trnst Shop Sprv 1	7	7										2	1				4	3
7235 Transit Power Line Sprv1	7	7										2					5	2
7238 Electrician Supervisor 1	1	1											1					1
7241 Senior Maintenance Controller	1	1												1				1
7242 Painter Supervisor 1	4	4										1					3	1
7243 Parking Meter Repairer Sprv 1	4	3	1		1							1		2				4
7249 Automotive Mechanic Sprv 1	8	8										4	1				3	5
7253 Electrical Trnst Mech Sprv 1	2	2										1	1					2
7258 Maintenance Machinist Sprv 1	3	3													1	2		1
7262 Maintenance Planner	2	1	1				1							1				2
7274 Trnst Power Line Wrk Sprv 2	1	1											1					1
7286 Wire Rope Cable Maint Sprv	1	1															1	0
7287 Sprv Electronic Main Tech	2	2															2	0
7305 Metal Fabricator	1	1												1				1
7306 Automotive Body & Fender Wrk	36	36										4		16			16	20
7309 Car and Auto Painter	17	17										3		7			7	10
7310 Transit Power Cable Splicer	3	3											1	1			1	2
7313 Automotive Machinist	19	19									2	4	2	3			8	11
7315 Auto Machinist Asst Sprv	1	1															1	0
7318 Electronic Maintenance Tech	127	127										103	1	8			15	112
7319 Electric Motor Repairer	6	6										3		2			1	5
7321 Apprntce Automotive Machinist2	2	2															2	0
7322 Auto Body&Fender Wrk Asst Sprv	3	3										1		1			1	2
7326 Glazier	7	7										1		1		1	4	3
7328 Operating Engineer Universal	2	2															2	0

Skilled Craft Job Title	Total Employees	Total		Female							Male							Total Minorities
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
7329 Electr Maint Tech Asst Sprv	14	14										8	1				5	9
7332 Maintenance Machinist	21	21										6	2	4		1	8	13
7334 Stationary Engineer	20	19	1							1		8	2	3			6	13
7335 Senior Stationary Engineer	4	4										2		2				4
7340 Maintenance Controller	15	15										7		5			3	12
7342 Locksmith	3	3												1			2	1
7344 Carpenter	11	11											1	2			8	3
7345 Electrician	5	5										1		1			3	2
7346 Painter	41	41									1	2	6	12		3	17	24
7347 Plumber	2	2										1					1	1
7358 Pattern Maker	1	1										1						1
7364 Power House Operator	7	7										3	1	1			2	5
7365 Senior Power House Operator	6	6										2	2				2	4
7366 Transit Power Line Worker	17	17									1	2	1	3		1	9	8
7371 Electrical Transit System Mech	244	244										193	5	29		2	15	229
7376 Sheet Metal Worker	3	3										1		2				3
7380 Electr Trnst Mech Asst Sprv	32	32										19	2	2		1	8	24
7381 Automotive Mechanic	166	165	1		1						1	104	7	29		6	18	148
7382 Automotive Mechanic Asst Sprv	23	23										9		5			9	14
7390 Welder	8	7	1		1									5			2	6
7410 Automotive Service Worker	104	103	1			1						59	9	23		1	11	93
7412 Auto Svc Wrk Asst Sprv	2	2										2						2
7432 Electrical Line Helper	7	7										2	1	3		1		7
7444 Parking Meter Repairer	21	21										11	2	4	1		3	18
7458 Switch Repairer	8	8										1	2	4			1	7
7472 Wire Rope Cable Maint Mechanic	8	8										2	2	2			2	6
7473 WireRopeCable Maint Mech Train	2	2										1			1			2
9145 Traffic Signal Electrician	20	18	2							2		4	2	2			10	8
9147 Traf Signal Electrician Sup I	4	4										2		1			1	3
9149 Traf Signal Electrician Sup II	1	1										1						1
Total Representation	1093	1085	8	0	3	1	1	0	0	3	5	587	58	190	2	18	225	865
		99.3%	0.7%	0.0%	0.3%	0.1%	0.1%	0.0%	0.0%	0.3%	0.5%	53.7%	5.3%	17.4%	0.2%	1.6%	20.6%	

Service-Maintenance
FY23

Service Maintenance Job Title	Total Employee	Total		Female							Male							Total Minorities
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
2708 Custodian	69	40	29		23	1	3			2		24	10	4			2	65
2716 Custodial Assistant Supervisor	4	4										3		1				4
2719 Janitorial Svcs Asst Sprv	1	1												1				1
3417 Gardener	3	3											1	2				3
5303 Sprv Traffic & Street Signs	5	5									1			1			3	2
5306 Traffic Sign Manager	1	1															1	0
7120 Bldgs & Grounds Maint Supt	1		1							1								0
7219 Maintenance Scheduler	1		1			1												1
7251 Track Maint Wrk Sprv 1	8	8										2		4		1	1	7
7355 Truck Driver	3	3									1						2	1
7454 Traffic Signal Operator	1		1			1												1
7457 Sign Worker	40	39	1				1				1	4	7	12		3	12	28
7514 General Laborer	9	9										1	4	2			2	7
7540 Track Maintenance Worker	65	63	2						1	1		8	17	28		4	6	58
9102 Transit Car Cleaner	135	99	36		5	28	2		1			17	58	14		3	7	128
9104 Transit Car Cleaner Asst Sprv	11	9	2			2						1	3	3			2	9
9110 Fare Collections Receiver	35	19	16		8	7	1					15	1				3	32
9116 Sr Fare Collections Receiver	12	10	2		1	1						9	1					12
9117 Pr Fare Collections Receiver	3	2	1		1							2						3
9132 Transit Fare Inspector	41	27	14		2	8	3		1			7	3	10		1	6	35
9136 Transit Training Specialist	62	50	12		1	8	1			2		21	14	8			7	53
9139 Transit Supervisor	228	174	54		3	44	2			5	1	75	60	29			9	214
9152 Trasnpirt Controller Trainee	5	5										2	2				1	4
9153 Transportation Controller	18	14	4		1	2				1		5	7	1			1	16
9160 Transportation Operations Sp	20	15	5			5						4	6	2			3	17
9163 Transit Operator	2772	2207	565	4	44	441	51	1	6	18	11	1112	605	291		12	176	2578
Total Representation	3553	2807 79.0%	746 21.0%	4 0.2%	89 2.5%	549 15.5%	64 1.8%	1 0.0%	9 0.3%	30 0.8%	15 0.4%	1312 36.9%	799 22.5%	413 11.6%	0 0.0%	24 0.7%	244 6.9%	3279 92.3%

EXHIBIT F: WORKFORCE AVAILABILITY ANALYSIS

Agency-Wide FY2023

EEO-4 Category	Total Employees	Total		Female						Male						Total Minorities		
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI		TWO	WHT
Officials and Administrators	166	80	86	1	20	20	5		2	32		22	14	8		3	39	95
%		48.19%	51.81%	0.60%	12.05%	12.05%	3.01%	0.00%	1.20%	19.28%	0.00%	13.25%	8.43%	4.82%	0.00%	1.81%	23.49%	57.23%
Availability		36.76%	63.24%	0.05%	10.11%	1.52%	5.45%	0.32%	2.56%	16.76%	0.00%	17.63%	2.00%	8.82%	0.29%	4.00%	30.49%	52.75%
Parity/Below Parity		11.43%	-11.43%	0.55%	1.94%	10.53%	-2.44%	-0.32%	-1.35%	2.52%	0.00%	-4.38%	6.43%	-4.00%	-0.29%	-2.19%	-7.00%	4.48%
Professionals	698	308	390	189	25	16		7	71		202	34	33		11	110	517	
%		44.13%	55.87%	0.00%	27.08%	3.58%	2.29%	0.00%	1.00%	10.17%	0.00%	28.94%	4.87%	4.73%	0.00%	1.58%	15.76%	74.07%
Availability		45.29%	54.71%	0.06%	18.39%	2.41%	5.65%	0.10%	2.44%	16.23%	0.05%	18.85%	1.71%	7.61%	0.40%	3.69%	22.41%	60.31%
Parity/Below Parity		-1.16%	1.16%	-0.06%	8.68%	1.17%	-3.36%	-0.10%	-1.44%	-6.06%	-0.05%	10.09%	3.16%	-2.88%	-0.40%	-2.12%	-6.65%	13.75%
Technicians	87	33	54		19	2	1		2	9		33	2	3		2	14	64
%		37.93%	62.07%	0.00%	21.84%	2.30%	1.15%	0.00%	2.30%	10.34%	0.00%	37.93%	2.30%	3.45%	0.00%	2.30%	16.09%	73.56%
Availability		34.29%	65.71%	0.34%	11.95%	1.09%	5.75%	0.00%	1.97%	13.19%	0.00%	23.09%	4.73%	11.05%	0.18%	3.18%	23.48%	63.50%
Parity/Below Parity		3.64%	-3.64%	-0.34%	9.89%	1.21%	-4.60%	0.00%	0.33%	-2.85%	0.00%	14.84%	-2.43%	-7.60%	-0.18%	-0.88%	-7.38%	10.07%
Protective Service	567	284	283		111	109	28		8	28		138	54	39		6	46	493
%		50.09%	49.91%	0.00%	19.58%	19.22%	4.94%	0.00%	1.41%	4.94%	0.00%	24.34%	9.52%	6.88%	0.00%	1.06%	8.11%	86.95%
Availability		21.90%	78.10%	0.00%	1.57%	7.92%	6.60%	0.25%	1.02%	4.55%	0.56%	13.61%	14.19%	15.52%	0.89%	5.02%	28.31%	67.71%
Parity/Below Parity		28.19%	-28.19%	0.00%	18.01%	11.31%	-1.67%	-0.25%	0.39%	0.39%	-0.56%	10.73%	-4.67%	-8.64%	-0.89%	-3.96%	-20.20%	19.24%
Paraprofessionals	38	17	21	1	3	11	1		1			6	7	3		3	2	36
%		44.74%	55.26%	2.63%	7.89%	28.95%	2.63%	0.00%	2.63%	0.00%	0.00%	15.79%	18.42%	7.89%	0.00%	7.89%	5.26%	94.74%
Availability		59.88%	40.12%	0.48%	7.37%	4.31%	17.52%	1.62%	1.82%	26.75%	0.00%	8.89%	1.94%	12.56%	1.79%	0.00%	14.95%	58.75%
Parity/Below Parity		-15.14%	15.14%	2.15%	0.52%	24.64%	-14.89%	-1.62%	0.82%	-26.75%	0.00%	6.90%	16.48%	-4.66%	-1.79%	7.89%	-9.69%	35.99%
Administrative Support	309	169	140		78	56	17		2	16		62	20	23		5	30	263
%		54.69%	45.31%	0.00%	25.24%	18.12%	5.50%	0.00%	0.65%	5.18%	0.00%	20.06%	6.47%	7.44%	0.00%	1.62%	9.71%	85.11%
Availability		69.91%	30.09%	0.15%	14.42%	5.02%	21.94%	0.38%	5.69%	22.31%	0.17%	7.64%	2.67%	8.47%	0.27%	1.94%	8.93%	67.09%
Parity/Below Parity		-15.21%	15.21%	-0.15%	10.82%	13.10%	-16.44%	-0.38%	-5.04%	-17.13%	-0.17%	12.43%	3.81%	-1.03%	-0.27%	-0.33%	0.78%	18.03%
Skilled Craft Workers	1093	8	1085		3	1			3		5	588	58	190		17	226	864
%		0.73%	99.27%	0.00%	0.27%	0.09%	0.09%	0.00%	0.00%	0.27%	0.46%	53.80%	5.31%	17.38%	0.09%	1.56%	20.68%	79.05%
Availability		5.97%	94.03%	0.00%	1.78%	0.21%	2.16%	0.15%	0.20%	1.47%	0.19%	11.46%	2.69%	44.97%	0.67%	4.13%	29.92%	67.92%
Parity/Below Parity		-5.24%	5.24%	0.00%	-1.50%	-0.12%	-2.07%	-0.15%	-0.20%	-1.20%	0.27%	42.34%	2.62%	-27.58%	-0.58%	-2.58%	-9.24%	11.13%
Service Maintenance	3553	746	2807	4	89	549	64	1	9	30	15	1312	799	413		24	244	3279
%		21.00%	79.00%	0.11%	2.50%	15.45%	1.80%	0.03%	0.25%	0.84%	0.42%	36.93%	22.49%	11.62%	0.00%	0.68%	6.87%	92.29%
Availability		21.11%	78.89%	0.00%	2.00%	3.56%	8.77%	0.21%	2.14%	4.43%	0.00%	16.10%	9.23%	27.54%	0.44%	3.72%	21.86%	73.77%
Parity/Below Parity		-0.11%	0.11%	0.11%	0.51%	11.89%	-6.97%	-0.18%	-1.89%	-3.58%	0.42%	20.82%	13.26%	-15.92%	-0.44%	-3.04%	-15.00%	18.51%
Total Representation	6511	1645	4866	6	512	773	133	31	1	189	20	2363	988	712	71	1	711	5611
		25.26%	74.74%	0.09%	7.86%	11.87%	2.04%	0.48%	0.02%	2.90%	0.31%	36.29%	15.17%	10.94%	1.09%	0.02%	10.92%	86.18%

Exhibit F - Availability Analysis

This Availability Analysis is an estimate of each sex and race/ethnic group available and qualified for employment at SFMTA for a given EEO-4 category. The availability estimate is developed by combining the internal SFMTA EEO-4 Job Category feeder groups and populations in relevant labor markets. Availability indicates the approximate percentage each race/ethnic and sex group could reasonably be expected to be represented in an EEO-4 Job Category.

EXHIBIT G-1: WORKFORCE UTILIZATION AND GOALS BY JOB CATEGORY

FY 2023

EEO-4 Category	Total Employees	Total		Female							Male							Total Minorities
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
Officials and Administrators	166	80	86	1	20	20	5		2	32		22	14	8		3	39	95
%		48.19%	51.81%	0.60%	12.05%	12.05%	3.01%	0.00%	1.20%	19.28%	0.00%	13.25%	8.43%	4.82%	0.00%	1.81%	23.49%	57.23%
Availability		36.76%	63.24%	0.05%	10.11%	1.52%	5.45%	0.32%	2.56%	16.76%	0.00%	17.63%	2.00%	8.82%	0.29%	4.00%	30.49%	52.75%
Parity/Below Parity		11.43%	-11.43%	0.55%	1.94%	10.53%	-2.44%	-0.32%	-1.35%	2.52%	0.00%	-4.38%	6.43%	-4.00%	-0.29%	-2.19%	-7.00%	4.48%
Number Needed to Reach Parity			18				4	<1	2		<1	7		6	<1	3	11	
Professionals	698	308	390		189	25	16		7	71		202	34	33		11	110	517
%		44.13%	55.87%	0.00%	27.08%	3.58%	2.29%	0.00%	1.00%	10.17%	0.00%	28.94%	4.87%	4.73%	0.00%	1.58%	15.76%	74.07%
Availability		45.29%	54.71%	0.06%	18.39%	2.41%	5.65%	0.10%	2.44%	16.23%	0.05%	18.85%	1.71%	7.61%	0.40%	3.69%	22.41%	61.36%
Parity/Below Parity		-1.16%	1.16%	-0.06%	8.68%	1.17%	-3.36%	-0.10%	-1.44%	-6.06%	-0.05%	10.09%	3.16%	-2.88%	-0.40%	-2.12%	-6.65%	12.71%
Number Needed to Reach Parity		8		<1			23	<1	10	42	<1			20	2	14	46	
Technicians	87	33	54		19	2	1		2	9		33	2	3		2	14	64
%		37.93%	62.07%	0.00%	21.84%	2.30%	1.15%	0.00%	2.30%	10.34%	0.00%	37.93%	2.30%	3.45%	0.00%	2.30%	16.09%	73.56%
Availability		34.29%	65.71%	0.34%	11.95%	1.09%	5.75%	0.00%	1.97%	13.19%	0.00%	23.09%	4.73%	11.05%	0.18%	3.18%	23.48%	63.33%
Parity/Below Parity		3.64%	-3.64%	-0.34%	9.89%	1.21%	-4.60%	0.00%	0.33%	-2.85%	0.00%	14.84%	-2.43%	-7.60%	-0.18%	-0.88%	-7.38%	10.23%
Number Needed to Reach Parity			3	<1			4	<1		2	<1		2	6	<1	<1	6	
Protective Service	567	284	283		111	109	28		8	28		138	54	39		6	46	493
%		50.09%	49.91%	0.00%	19.58%	19.22%	4.94%	0.00%	1.41%	4.94%	0.00%	24.34%	9.52%	6.88%	0.00%	1.06%	8.11%	86.95%
Availability		21.90%	78.10%	0.00%	1.57%	7.92%	6.60%	0.25%	1.02%	4.55%	0.56%	13.61%	14.19%	15.52%	0.89%	5.02%	28.31%	67.14%
Parity/Below Parity		28.19%	-28.19%	0.00%	18.01%	11.31%	-1.67%	-0.25%	0.39%	0.39%	-0.56%	10.73%	-4.67%	-8.64%	-0.89%	-3.96%	-20.20%	19.81%
Number Needed to Reach Parity			159	<1			9	1		10	<1		26	48	5	22	114	
Paraprofessionals	38	17	21	1	3	11	1		1			6	7	3		3	2	36
%		44.74%	55.26%	2.63%	7.89%	28.95%	2.63%	0.00%	2.63%	0.00%	0.00%	15.79%	18.42%	7.89%	0.00%	7.89%	5.26%	94.74%
Availability		59.88%	40.12%	0.48%	7.37%	4.31%	17.52%	1.62%	1.82%	26.75%	0.00%	8.89%	1.94%	12.56%	1.79%	0.00%	14.95%	58.29%
Parity/Below Parity		-15.14%	15.14%	2.15%	0.52%	24.64%	-14.89%	-1.62%	0.82%	-26.75%	0.00%	6.90%	16.48%	-4.66%	-1.79%	7.89%	-9.69%	36.44%
Number Needed to Reach Parity		5					5	<1		10	<1			1	<1		3	
Administrative Support	309	169	140		78	56	17		2	16		62	20	23		5	30	263
%		54.69%	45.31%	0.00%	25.24%	18.12%	5.50%	0.00%	0.65%	5.18%	0.00%	20.06%	6.47%	7.44%	0.00%	1.62%	9.71%	85.11%
Availability		69.91%	30.09%	0.15%	14.42%	5.02%	21.94%	0.38%	5.69%	22.31%	0.17%	7.64%	2.67%	8.47%	0.27%	1.94%	8.93%	68.76%
Parity/Below Parity		-15.21%	15.21%	-0.15%	10.82%	13.10%	-16.44%	-0.38%	-5.04%	-17.13%	-0.17%	12.43%	3.81%	-1.03%	-0.27%	-0.33%	0.78%	16.35%
Number Needed to Reach Parity		47		<1			50	1	15	52	<1			3	<1	1		
Skilled Craft Workers	1093	8	1085		3	1	1			3	5	588	58	190	1	17	226	864
%		0.73%	99.27%	0.00%	0.27%	0.09%	0.09%	0.00%	0.00%	0.27%	0.46%	53.80%	5.31%	17.38%	0.09%	1.56%	20.68%	79.05%
Availability		5.97%	94.03%	0.00%	1.78%	0.21%	2.16%	0.15%	0.20%	1.47%	0.19%	11.46%	2.69%	44.97%	0.67%	4.13%	29.92%	68.61%
Parity/Below Parity		-5.24%	5.24%	0.00%	-1.50%	-0.12%	-2.07%	-0.15%	-0.20%	-1.20%	0.27%	42.34%	2.62%	-27.58%	-0.58%	-2.58%	-9.24%	10.44%
Number Needed to Reach Parity		57		<1	16	1	22	1	2	13				301	6	28	101	
Service Maintenance	3553	746	2807	4	89	549	64	1	9	30	15	1312	799	413		24	244	3279
%		21.00%	79.00%	0.11%	2.50%	15.45%	1.80%	0.03%	0.25%	0.84%	0.42%	36.93%	22.49%	11.62%	0.00%	0.68%	6.87%	92.29%
Availability		21.11%	78.89%	0.00%	2.00%	3.56%	8.77%	0.21%	2.14%	4.43%	0.00%	16.10%	9.23%	27.54%	0.44%	3.72%	21.86%	73.71%
Parity/Below Parity		-0.11%	0.11%	0.11%	0.51%	11.89%	-6.97%	-0.18%	-1.89%	-3.58%	0.42%	20.82%	13.26%	-15.92%	-0.44%	-3.04%	-15.00%	18.58%
Number Needed to Reach Parity		3					247	6	67	127				565	15	108	532	
Total Representation	6511	1645	4866	6	512	773	133	1	31	189	20	2363	988	712	1	71	711	5611

Exhibit G-1

A Utilization Analysis was conducted that compared market availability to internal utilization of employees on an agency-wide basis by EEO-4 Job Category for FY23. Underutilization is established where the percentage of minorities or females is less than would be expected by their availability in the relevant labor force. Goals based on underutilization by more than a whole person are highlighted in blue.

EXHIBIT G-2: WORKFORCE GOALS BY JOB CATEGORY

Agency-Wide
FY2023

Job Group	Total Employees	Female					Minority				
		Employees	Availability	Workforce	Under-utilized	Shortfall	Employees	Availability	Workforce	Under-utilized	Shortfall
Officials and Administrators	166	80	36.76%	47.88%	No		95	52.75%	56.97%	No	
Professionals	698	308	45.29%	44.13%	Yes	8	517	61.36%	74.07%	No	
Technicians	87	33	34.29%	37.93%	No		64	63.33%	73.56%	No	
Protective Service	567	284	21.90%	49.82%	No		493	67.14%	87.23%	No	
Paraprofessionals	38	17	59.88%	44.74%	Yes	5	36	58.29%	94.74%	No	
Administrative Support	309	169	69.91%	54.69%	Yes	47	263	68.76%	85.11%	No	
Skilled Craft Workers	1093	8	5.97%	0.73%	Yes	57	864	68.61%	79.05%	No	
Service Maintenance	3553	746	21.11%	20.99%	Yes	4	3279	73.71%	92.32%	No	

Exhibit G-2

SFMTA has established goals for each EEO-4 Job Category where underutilization by more than a whole person has been identified in the workforce for females or minorities during FY23. The goals are expressed as a placement rate, which is a target percentage that is used as a guideline, not a quota, in filling positions in underutilized categories. For interpretive purposes, the AAP goals have also been expressed as estimated headcount shortfalls. There will be good faith efforts established for each goal area highlighted in the chart above.

EXHIBIT H: WORKFORCE PERFORMANCE TO GOALS

Agency-Wide
31-Dec-2023

EEO-1 Category	Female					Minority				
	Prior Goal	Total Placed	Female Placed	Rate	Achieved	Prior Goal	Total Placed	Minority Placed	Rate	Achieved
Officials and Administrators	42.0%	94	50	53.2%	Yes	No Prior AAP Goal				
Professionals	50.0%	314	162	51.6%	Yes	No Prior AAP Goal				
Technicians	46.0%	89	45	50.6%	Yes	68%	89	64	71.9%	Yes
Protective Service	No Prior AAP Goal					No Prior AAP Goal				
Paraprofessionals	72.3%	29	14	48.3%	No	No Prior AAP Goal				
Administrative Support	71.0%	101	47	46.5%	No	No Prior AAP Goal				
Skilled Craft	4.0%	327	1	0.3%	No	No Prior AAP Goal				
Service Maintenance	26.0%	1000	236	23.6%	No	No Prior AAP Goal				

Exhibit H - Performance to Goals

This performance to goals analysis calculated the progress made towards goals established in the prior Affirmative Action Plan (2020) through analysis of hires and promotions made during the period July 1, 2020 through June 30, 2023

Although the goal for females in the Service Maintenance categories was not met, there was tremendous progress in reducing the shortfall. For instance, the shortfall of women in the Service Maintenance category was reduced from 179 to 4 employees.

EXHIBIT I-1: APPLICANTS FOR HIRES

Agency-Wide
FY21-FY23

EEO-4 Category	Total Employees	Agency-Wide FY21-FY23									Total	Total Minority
		AMI	ASN	BLK	HSP	NHI	TWO	OTH	WHT			
Administrative Support	7375	Female	3	893	718	269	38	220	105	115	2361	4918
		Male	25	1600	534	410	27	166	77	269	3108	
		Unknown	0	8	0	7	0	0	1890	1	1906	
Officials and Administrators	2853	Female	1	210	279	122	6	72	48	163	901	1868
		Male	30	416	367	214	22	121	65	413	1648	
		Unknown	0	2	3	2	0	1	293	3	304	
Paraprofessionals	507	Female	0	39	26	35	3	12	8	45	168	285
		Male	2	51	39	42	6	26	8	26	200	
		Unknown	0	2	0	0	0	2	134	1	139	
Professionals	18986	Female	19	4915	618	832	35	490	346	1306	8561	12978
		Male	19	3884	681	855	24	496	299	1917	8175	
		Unknown	1	54	5	32	0	18	2085	55	2250	
Protective Service	15699	Female	62	1168	2617	463	103	269	169	92	4943	13334
		Male	63	5878	1231	1030	37	354	190	357	9140	
		Unknown	0	57	2	0	0	0	1557	0	1616	
Service Maintenance	17390	Female	18	2055	1879	401	53	249	106	106	4867	14132
		Male	59	3436	3250	1842	193	656	304	777	10517	
		Unknown	2	17	7	6	0	9	1960	5	2006	
Skilled Craft	7708	Female	0	35	28	7	2	14	6	14	106	6237
		Male	18	3909	436	1293	172	314	134	743	7019	
		Unknown	3	0	0	0	4	2	574	0	583	
Technicians	2784	Female	2	370	99	105	3	65	19	195	858	1999
		Male	3	823	129	253	2	109	38	483	1840	
		Unknown	0	10	0	19	0	7	40	10	86	
Total Representation	73,302	Female	105	9685	6264	2234	243	1391	807	2036	22765	55,751 76.06%
		Male	219	19997	6667	5939	483	2242	1115	4985	41647	
		Unknown	6	150	17	66	4	39	8533	75	8890	
			0.1%	13.2%	8.5%	3.0%	0.3%	1.9%	1.1%	2.8%	31.1%	
			0.3%	27.3%	9.1%	8.1%	0.7%	3.1%	1.5%	6.8%	56.8%	
			0.01%	0.20%	0.02%	0.09%	0.01%	0.05%	11.64%	0.10%	12.13%	

Exhibit I-1 - Applicants for Hires

The Applicants for Hires report is an agency-wide summary of applicants for hire selections by EEO-4 Job Category and sex and race/ethnicity for July 1, 2020 through June 30, 2023 period.

EXHIBIT I-2: WORKFORCE APPLICANTS BY SEX AND RACE/ETHNICITY

Agency-Wide
FY2023

Summary	#	%
Total Applicants	73302	
Female	22765	31.06%
Male	41647	56.82%
Unknown	8890	12%
Race/Ethnicity		
American Indian/Alaskan Native	330	0.45%
Asian	29832	40.70%
Black	12948	17.66%
Hispanic	8239	11.24%
Native Hawaiian/Pacific Islander	730	1.00%
Two or More Races	3672	5.01%
White	7096	9.68%
Decline to Provide	10455	14.26%
Total Applicants	73,302	

Exhibit I-2 - Applicants by Sex and Race/Ethnicity

The Applicants for Hires report is an agency-wide summary of applicants for hire selections by sex and race/ethnicity for July 1, 2020 through June 30, 2023 period.

EXHIBIT J-1: ACTIVITIES SUMMARY- NEW HIRES AND REHIRES

NEW HIRES
7/1/2020 TO 6/30/2023

New Hires: A New Hires summary by EEO category was tabulated with further breakdown by sex and race/ethnicity for the time period, July 1, 2020 through June 30, 2023

EEO-4 Category	Total	Total		Female							Male							Total
	Employees	Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	Minorities
Administrative Support	41	27	14		15	6	1	2		3		4	3	1	2		4	34
Officials and Administrators	19	11	8		3	4		1		3		1	1	1			5	11
Paraprofessionals	22	10	12		3	6	1					3	5	4				22
Professionals	146	78	68		49	7	3	8		11		34	6	5	4		19	116
Protective Service	88	55	33		27	14	4	6		4		10	5	9	2		7	77
Service Maintenance	660	142	518		17	98	17	5	1	4	2	237	128	84	14		53	603
Skilled Craft	162	1	161		1						1	86	10	28	5	2	29	133
Technicians	84	42	42		21	1	6	2		12		24	2	1	3		12	60
Total Representation	1222	366	856	0	136	136	32	24	1	37	3	399	160	133	30	2	129	1056
		30.0%	70.0%	0.0%	11.1%	11.1%	2.6%	0.0%	0.0%	3.0%	0.6%	32.7%	13.1%	10.9%	2.5%	0.2%	10.6%	86.4%

Rehires
7/1/2020 TO 6/30/2023

EEO-4 Category	Total	Total		Female							Male							Total
	Employees	Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	Minorities
Administrative Support	8	3	5		1					2			1	1			3	3
Officials and Administrators	7	4	3					1		3				2			1	3
Paraprofessionals	6	4	2			4						1		1				6
Professionals	42	17	25		8	3	2			4		6	4	3	1		11	27
Protective Service	22	12	10		2	7				3		5	2	2			1	18
Service Maintenance	130	40	90		5	28	2	1		4	2	26	33	13	3		13	113
Skilled Craft	16		16									8	1	3	3		1	15
Technicians	2	2			1					1								1
Total Representation	233	82	151	0	17	42	4	2	0	17	2	46	41	24	8	0	30	186
		35.2%	64.8%	0.0%	7.3%	18.0%	1.7%	0.0%	0.0%	7.3%	0.6%	19.7%	17.6%	10.3%	3.4%	0.0%	12.9%	79.8%

Rehires: A Rehires summary by EEO category was tabulated with further breakdown by sex and race/ethnicity for the time period, Jul 1, 2020 through June 30, 2023

EXHIBIT J-2: PROMOTIONS AND DEMOTIONS

Promotions
7/1/2020 to 6/30/2023

EEO-4 Category	Total Employees	Total		Female							Male							Total Minorities
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
Administrative Support	52	17	35		5	9	3					9	7	13		1	5	47
Officials and Administrators	68	35	33		10	16	3		2	4		7	16	3		1	6	58
Paraprofessionals	1		1										1					1
Professionals	126	67	59		39	7	1		1	19		31	2	8		4	14	93
Protective Service	30	13	17			9	3			1		8	4	3			2	27
Service Maintenance	210	54	156	1	5	43	4		1			68	59	15		1	13	197
Skilled Craft	149		149								1	73	12	22		2	39	110
Technicians	3		3									2	1					3
Total Representation	639	186	453	1	59	84	14	0	4	24	1	198	102	64	0	9	79	536
		29.1%	70.9%	0.0%	9.2%	13.1%	2.2%	0.0%	0.0%	3.8%	0.6%	31.0%	16.0%	10.0%	0.0%	1.4%	12.4%	83.9%

Promotions: A Promotions summary by EEO category was tabulated with further breakdown by sex and race/ethnicity for the July 1, 2020 through June 30, 2023 period.

Demotions
7/1/2020 to 6/30/2023

EEO-4 Category	Total Employees	Total		Female							Male							Total Minority
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
Administrative Support	3	2	1		1		1					1						3
Paraprofessionals	1		1											1				1
Professionals	1		1														1	0
Protective Service	8	1	7			1						4	1			1	1	7
Service Maintenance	20	5	15			5						8		2		1	4	16
Skilled Craft	3		3									2					1	2
Grand Total	36	8	28	0	1	6	1	0	0	0	0	15	1	3	0	2	7	29
		22.2%	77.8%	0.0%	2.8%	16.7%	2.8%	0.0%	0.0%	0.0%	0.0%	41.7%	2.8%	8.3%	0.0%	5.6%	19.4%	80.6%

Demotions: A Demotions summary by EEO category was tabulated with further breakdown by sex and race/ethnicity for the July 1, 2020 through June 30, 2023 period.

EXHIBIT J-3: TRANSFERS

TRANSFERS
7/1/2020 to 6/30/2023

EEO Category	Total Employees	Total		Female							Male							Total Minority
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
Administrative Support	24	16	8		8	5	1			2		2	4				2	20
Officials and Administrators	6	4	2		2	1				1			1				1	4
Paraprofessionals	1	1					1											1
Professionals	55	34	21		26	4			2	2		14	2	2		1	2	51
Protective Service	6	2	4	1		2					1	1	1				1	6
Service Maintenance	22	11	11		3	5	1			2		3	5	2		1		20
Skilled Craft	21		21									9	1	5			6	15
Technicians																		
Total Representation	135	68	67	1	39	17	3	0	2	7	1	29	14	9	0	2	12	117
		50.4%	49.6%	0.7%	28.9%	12.6%	2.2%	0.0%	1.5%	5.2%	0.7%	21.5%	10.4%	6.7%	0.0%	1.5%	8.9%	86.7%

Exhibit J-3 – Transfers: A Transfers summary by EEO category was tabulated with further breakdown by sex and race/ethnicity for the July 1, 2020 through June 30, 2023 period.

EXHIBIT J-4: SEPARATIONS BY EEO-4 CATEGORY AND REASON

FY2023

EEO-Category	Total Employees	Total		Female							Male							Total Minority
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
Administrative Support	79	36	43		13	15	3			5	1	16	9	11			6	68
Officials and Administrators	52	21	31		5	7				9		10	7	6		1	7	36
Paraprofessionals	20	9	11	1		7			1			3	1	3		3	1	19
Professionals	219	90	129		47	10	6		4	23		59	14	5		6	45	151
Protective Service	111	59	52		26	22	3		2	6	1	27	9	5		2	8	97
Service Maintenance	584	141	443	1	8	107	13		3	9	2	144	176	72		8	41	534
Skilled Craft	179	4	175			1	1			2	4	84	12	28		3	44	133
Technicians	45	21	24		14	1	1			5		13		1		1	9	31
Total Representation	1289	381	908	2	113	170	27	0	10	59	8	356	228	131	0	24	161	1069
		29.6%	70.4%	0.2%	8.8%	13.2%	2.1%	0.0%	0.8%	4.6%	0.6%	27.6%	17.7%	10.2%	0.0%	1.9%	12.5%	82.9%

Termination Reason	Total Employees	Total		Female							Male							Total Minorities
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
Accept CS Position	54	26	28		13	8	4		1			7	4	6		1	10	44
Accept MTA Position	202	55	147		18	27	2		1	7	2	65	38	22			20	175
Accept Temp Appt-CS	32	14	18		8	2			2	2		9	3	3		1	2	28
Accept Temp Appt-MTA	96	34	62		7	15	1		1	10		22	15	7		4	14	72
Administrative	16	5	11	1	2	1				1		4	3	1			3	12
Automatic Resign	32	11	21	1	1	6	2			1	2	4	9	4			2	29
Death	19	3	16		1	2						5	6	1			4	15
Dismissal/Termination	37	6	31			4				2		6	15	8			2	33
Invalid Job Record	4	0	4														4	0
Medical Release	12	6	6			4	1			1			3			1	2	9
Never Reported Work	17	7	10		1	4	2					4	3	1			2	15
Release (Exempt)	4	1	3							1		1					2	1
Release-NCS/TPV/EX	25	8	17		1	6	1					5	2	1		3	6	19
Released-D	16	4	12			4					1	3	5	2			1	15
Released-ND	82	26	56		2	21	2			1		14	17	10		5	10	71
Resign - Satisfactory Service	235	85	150		35	30	5		4	11		60	28	22		8	32	192
Resign - Unsatisfactory Service	9	1	8						1			2	4	1			1	8
Retire-Satisfactory Service	375	78	297		18	36	6			18	3	140	72	42		1	39	318
Temporary Employment Limit	22	11	11		6		1			4		5	1				5	13
Total Representation	1289	381	908	2	113	170	27	0	10	59	8	356	228	131	0	24	161	1069
		29.56%	70.44%	0.16%	8.77%	13.19%	2.09%	0.00%	0.78%	4.58%	0.62%	27.62%	17.69%	10.16%	0.00%	1.86%	12.49%	82.93%

Exhibit J-4 - Separations by Division and Reason: A summary of Voluntary and Involuntary Separations by EEO category was tabulated with further breakdown by sex and race/ethnicity reason for separation during the time period from July 1, 2020 through June 30, 2023.

EXHIBIT J-5: DISCIPLINARY ACTIONS

FY2023

Discipline Type/Administrative Action Type	Total Employees	Total		Female							Male							Total Minorities
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
Written Warning	808	170	638	2	13	136	15		1	3	7	261	221	96		1	52	753
Suspension < 5 days	426	87	339	2	4	75	4			2	2	125	139	51			22	402
Suspension 5 or more days	211	42	169		3	35	3			1	1	48	82	19			19	191
Dismissal	50	14	36		1	11				2		9	20	4			3	45
Probationary Period Extension	14	5	9		1	3	1					5	2	2				14
																		0
																		0
Total Representation	1523	323	1200	4	22	264	24	0	1	8	11	449	465	174	0	2	99	1416
		21.2%	78.8%	0.3%	1.4%	17.3%	1.6%	0.0%	0.1%	0.5%	0.7%	29.5%	30.5%	11.4%	0.0%	0.1%	6.5%	93.0%

Exhibit J-5 - Disciplinary Actions: A summary of Disciplinary Actions was tabulated for SFMTA by action taken for the time period, July 1, 2020 through June 30, 2023.

EXHIBIT J-6: TRAINING BY TYPE

A summary of EEO-related trainings was tabulated for SFMTA by type of training, EEO-4 Job Category with further breakdown by sex and race/ethnicity for the time period between July 1, 2020 and June 30, 2023.

AGENCY-WIDE
7/1/2020 TO 06/30/2023

Training	Total Employees	Total		Female								Male						Total Minorities
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
24 Plus	152	50	102	1	22	13	1			13	2	33	10	24		2	31	108
9136 Transit Supervisor	10	3	7		1	2						4	2	1				10
9139 Transit Supervisor	124	36	88		2	30	3			1		33	42	8			5	118
Bystander Training - Employees	1585	315	1270	1	106	152	23		7	26	5	663	157	196	2	27	220	1339
Bystander Training - Supervisors	1017	411	606	2	213	78	34		4	80		292	74	67		10	163	774
CCSF and MEA Leadership Development Program	6	3	3		2	1						2					1	5
Training	42	29	13		19	1	1			8		7		1			5	29
EEO Policies	52	10	42		1	9						23	11	2			6	46
Emerging City Leaders	6	3	3		2					1		1	2					5
Fairness In Hiring	854	379	475	1	165	67	37		10	99	4	160	65	80		18	148	607
Harassment Prevention - Employee	3988	699	3289	1	222	339	57	1	20	59	8	1756	415	527	1	67	515	3414
Harassment Prevention - Supervisor	1058	299	759		139	90	25		3	42	1	356	109	91		7	195	821
Introduction to Implicit Bias	708	301	407	1	153	59	24		2	62		186	47	42		8	124	522
Introduction to Implicit Bias - Supervisors	389	147	242		76	36	15		2	18	1	120	38	25		2	56	315
Leadership	2	1	1			1							1					2
Managing Implicit Bias	59	36	23		17	7	2		1	9		11	3			1	8	42
Managing Microaggressions	24	8	16	1	1	4	1			1		4	5	1			6	17
NEO - Maintenance Group	205	13	192		1	10			2		1	96	25	37		10	23	182
New Employee Orientation	284	132	152	1	65	26	7		8	25	1	60	18	28		12	33	226
NSO - Maintenance	20		20									9	3			1	7	13
PaCT - Practical Communication Tools for Safety and Service)	2300	470	1830	2	51	346	41		7	23	10	901	487	269		9	154	2123
Respect	933	234	699	1	84	81	17		3	48	1	355	77	96		15	155	730
Service Essentials for Leaders	143	39	104		6	24	2		1	6	2	40	35	15			12	125
Transgender 101: Strengthen Your Commitment to Inclusion	1064	285	779		118	103	23		6	35	1	416	86	115		18	143	886
Transportation Safety Institute	81	15	66		4	8	2			1	1	28	19	9			9	71
Whistleblower Program	1324	334	990		142	111	32		9	40		525	111	143	1	17	193	1091
																		0
																		0
Total Representation	16,430	4,252 25.9%	12,178 74.1%	12 0.1%	1612 9.8%	1598 9.7%	347 2.1%	1 0.0%	85 0.5%	597 3.6%	38 0.2%	6079 37.0%	1844 11.2%	1777 10.8%	4 0.0%	224 1.4%	2212 13.5%	13,621 82.9%

EXHIBIT K: EEO HIRING POLICY

EQUAL EMPLOYMENT OPPORTUNITY POLICY AND PROCEDURES FOR ALL HIRES AND PROMOTIONS, INCLUDING EXEMPT, PROVISIONAL, AND PERMANENT

POLICY

It is the policy of the SFMTA to provide equal employment opportunity. Consistent with this policy, the SFMTA Equal Employment Opportunity Office (EEO Office) shall monitor the hiring process to ensure that all applicants for employment or promotion are provided the same opportunity to present their qualifications. SFMTA Human Resources (SFMTA HR) will only hire or promote individuals with documentation of the EEO Office concurrence with the selection process and outcome.

PROCEDURES

STEP 1. ADVERTISING/RECRUITMENT/OUTREACH

To develop a pool of interested candidates for all exempt and provisional positions, public advertisement must occur consistent with Civil Service Rules and/or for a minimum of five business days. SFMTA HR shall develop a robust recruitment plan in conjunction with the EEO Office to ensure that there is diversity in the pool of prospective candidates for all exempt and provisional positions.

The pool of candidates for permanent civil service positions shall be derived from the eligible lists for the job classification and associated certification rule. SFMTA HR shall develop a robust outreach plan in conjunction with the EEO Office to ensure that there is diversity in the pool of prospective candidates on the eligible lists.

STEP 2. SCREENING APPLICANTS

All applicants must be provided the same opportunity to present their qualifications. To determine the best qualified candidates for participation in the selection process, the applicants' qualifications shall be evaluated on a predetermined set of criteria derived from the rules of the eligible list, job duties and/or minimum qualifications of the position.

STEP 3. SELECTION PROCESS

SFMTA HR and the hiring division will develop the selection process, which can be oral, written and/or skill based, and can consist of single or multiple phases. All phases of the selection process must be identified and approved by the EEO Office prior to the interviews.

The candidates' performance in the selection process will be evaluated by a qualified selection panel. The panel should reflect the diversity of San Francisco and the public we serve. A brief summary of the ethnicity, gender, expertise, employer and job title of the panelists must be provided to the EEO Office for approval. Division staff who develop the selection process in consultation with SFMTA HR may not sit on the selection panel and score the candidates, but may work with the panel to explain the skills and technical expertise needed, as appropriate. Selection panels must include at least one panelist from outside the hiring division and every effort should be made to include a panelist from outside the SFMTA. A subordinate employee may not sit on a panel with his/her/their manager or supervisor.



STEP 4. SELECTION PROCESS APPROVAL

SFMTA HR must provide the EEO Office the job announcement, the list of all applicants, the selection criteria for determining which candidates will participate in the selection process, the selection process and the identity of panel prior to scheduling interviews.

The EEO office shall approve the selection process and panel within one business day absent the need for additional information. Upon approval of the selection process, the interviews may be scheduled.

STEP 5. SELECTION OF THE BEST QUALIFIED CANDIDATE(S)

All candidates must be provided the same opportunity to present their qualifications. The candidates' responses during the selection process must be evaluated on the same set of criteria. Follow up questions of clarification are permissible but care should be taken to ensure that all candidates are provided the same opportunity to present their qualifications within the same allotted time frame.


Each panel member shall numerically score the performance of the candidates based on their own expertise and the previously determined set of selection criteria. Discussion amongst panel members is permissible. Panelists may discuss the relative strengths and weaknesses of the candidates but should only discuss information coming from the interviews.

The top ranked candidate(s) shall be recommended for hire absent a compelling, non-discriminatory reason for not following the results of the selection process. In the event the panelists' scores result in a numerical tie, SFMTA HR and the hiring division shall develop and submit a tiebreaker process to the EEO Office for approval.

STEP 6. POST SELECTION PROCESS

At the conclusion of the interviews, the hiring division shall forward a summary of the selection process and a copy of the score sheets to the EEO Office.

- a. The summary shall include confirmation that all the candidates were evaluated based on the pre-approved selection process. It shall also contain a summary table of the ratings by each panelist.
- b. The selected candidate must be identified. In the event the top-ranked candidate is not selected, the hiring division must provide a written explanation.
- c. The EEO Office shall approve the hiring process and candidate selection within two business days, absent the need for additional information.
- d. The EEO Office shall maintain a record of the selection process and results, including EEO Office concurrence.



Jeffrey P. Tumlin
Director of Transportation

November 14, 2023

Date

EXHIBIT L: GOAL ACHIEVEMENT ANALYSIS AND POWERPOINT PRESENTATION

Goal Achievement Analysis and Shortfall Memorandum

The tables below provide the basis to assess SFMTA's efforts to achieve its overall goal of hiring to workforce availability. Table A identifies the hiring goals and hires completed to reduce gaps between availability and utilization of women and minorities employees. Table B shows the shortfall in goals set in 2020 and 2023 to address workforce gaps.

Table A: Hiring

EEO-4 Category	2020 Goals		Total Hires FY21-FY23	
	Minorities	Female	Minorities	Female
Officials & Administrators	N	11	14	15
Professionals	N	45	143	95
Technicians	8	10	61	45
Protective Service	N	N	96	67
Paraprofessionals	N	4	28	14
Administrative Support	N	46	37	30
Skilled Craft Workers	N	26	148	1
Service Maintenance	N	179	716	182

Since July 2020, SFMTA has hired nearly 1,455 additional employees (144 in FY21, 542 in FY22, and 769 in FY23). In so doing, the agency has made progress in hiring minority and female employees by EEO-4 category, achieving the established 2020 goal for minorities in the Technicians EEO-4 category, and the 2020 goals for females in the Officials and Administrators as well as the Technicians EEO-4 categories. Although the goals for females in the Professionals and Service Maintenance categories were not entirely met, there was tremendous progress in reducing shortfalls of women. For instance, the shortfall of women in the Service Maintenance category was reduced from 179 to 4 employees and shortfall for women in the Professionals category declined from 45 to 8. This is partly because, during the past three fiscal years, over 30 percent of all hires (449 out of 1455) were women, and this is impacting the gender distribution of our workforce which has traditionally been about 24 percent women.

Table B: Three Year Gap Comparison

EEO-4 Category	Shortfall 2020 Fem	Shortfall 2023 Fem
Officials & Administrators	11	N
Professionals	45	8
Technicians	10	N
Protective Service	N	N
Paraprofessionals	4	5
Administrative Support	46	47
Skilled Craft Workers	26	57
Service Maintenance	179	4

In fiscal year 2024, the projected number of positions the agency is working to fill in the four occupation categories with shortfalls (Administrative Support, Skilled Craft, Professionals, and Service Maintenance) is 930. This is considering expected vacancies, the current agencywide attrition rate of 16.7 percent and staffing needs.

The SFMTA is committed to achieving parity through identified short and long-term goals but has faced ongoing challenges in hiring to address underutilization/overconcentration in EEO-4 categories.

EFFORTS TO ACHIEVE GOALS AND REDUCE UNDERUTILIZATION:

- SFM TA has worked to improve recruitment efforts by attending job fairs where underrepresented groups are likely to attend. It has also created Apprenticeship and Internship programs to provide on-the-job training to underrepresented individuals.
- SFMTA has strived to ensure that our applicant pools are sufficiently diverse to address existing gaps in occupation categories. This includes disseminating job opportunities to organizations representing women and minorities and actively recruiting at community colleges and universities with predominantly people of color or high female enrollment. It also involves diversifying job boards to actively attract talent that is more representative of our diverse society.
- SFMTA has reviewed and revised its hiring processes to promote awareness of areas of workforce underutilization, fairness and transparency in the selection process, requiring diversity on selection committees and online bias training for panelists prior to interviews.
- SFMTA will continue to review minimum job qualifications (MQs) from an equity perspective to ensure that the requirements match the skills necessary to do the job and do not simply create barriers for access.
- To reduce the impact of implicit bias in its employment practices, SFMTA has also required a two-day Implicit Bias training for its managers and supervisors.

Ongoing Challenges to Reaching Workforce Parity

- A key challenge is that SFMTA is recruiting and attracting candidates from a smaller labor pool. San Francisco has faced multiple years of extremely low levels of unemployment. For instance, according to the US Bureau of Labor Statistics, unemployment rate in the Bay Area counties like San Francisco was just 2.2 percent in December 2022 (U.S. BLS). According to the Bay Area Council Economic Institute, there were sharp job losses in 2020. By March 2022 the Bay Area had only recovered 77.8% of the jobs lost between February and April 2020. Both American Community Survey and Current Population Survey show that many countries in the region now have employment rates of about 3-4 percent.

- Like many other Transit agencies in the United States, SFMTA continues to experience challenges in hiring females in Skilled Crafts and Service Maintenance positions. A longer time period is needed to correct imbalances in categories requiring specialized training and skills. SFMTA continues to pursue apprenticeship programs, and targeted recruitment of women from non-profit organization working to place underrepresented individuals in the trades.
- Another factor making it difficult to recruit and attract employees is that the dramatic increase in the cost of living in San Francisco has surpassed wage increases for many people, making it difficult to recruit and attract employees. According to the Bureau of Labor statistics, between December 2021 and 2022, The San Francisco Bay Area’s consumer price index — which measures the average cost of goods and services over time — increased by 4.9%, contributing to an out-migration of underrepresented residents. For instance, San Francisco has experienced a tremendous decline in African American residents, from a high of 13.4 percent in the 1970s to below 5 percent today.
- The COVID-19 pandemic has also resulted in significant changes in the regional labor market. For instance, women lost many more jobs than men, and the economic downturn severely limited women’s labor force participation as many had to choose between caretaking and job searching.
- Moreover, according to the US Bureau of Labor Statistic, some groups that have been traditionally under-represented in the Bay Area region’s transportation industry, like Hispanic men tend to work in other industries. For instance, among employed men, Hispanics were more likely to work in the construction industry (22 percent) than were Whites (14 percent), Blacks (7 percent), or Asians (4 percent). Employed Black men were more likely to work in transportation and utilities (16 percent) than were Hispanics (9 percent), Whites (8 percent), and Asians (8 percent).
- While SFMTA’s effort to achieve parity in workforce utilization have not been fully successful, the agency will continue to look to creative practices to recruit diverse pools of applicants, providing transparency and fairness in our hiring selection processes in an effort to achieve our hiring goals while reducing underutilization and overconcentration in our workforce.

EQUAL EMPLOYMENT OPPORTUNITY AFFIRMATIVE ACTION PLAN

JANUARY 1, 2020 TO DECEMBER 31, 2023



PowerPoint Presentation

**EEO Program
January 2020**

SUMMARY OF CHANGES

Description:	4/3/2015	1/1/2020	4/3/2015	1/1/2020	1/1/2020	1/1/2020	#	%
	Total Employees	Total Employees	% of Total	% of Total	# of Hires	# of Terminations	Increase Decrease	Increase Decrease
Total Employees	5591	6030			2348	965	439	7.85%
Male	4132	4529	73.90%	75.11%	1704	660	397	1.20%
Female	1459	1501	26.10%	24.89%	644	305	42	-1.20%
Non-Minority	879	874	15.72%	14.49%	431	202	-5	-1.23%
Minority	4719	5156	84.40%	85.51%	1917	763	437	1.10%
EEOC Job Category:								
Official & Administrators	180	203		3.37%	47	33	23	12.78%
Minority	89	121	49.44%	59.61%	30	17	32	35.96%
Female	72	74	40.00%	36.45%	17	14	2	2.78%
Professionals	494	604		10.02%	278	91	110	22.27%
Minority	354	440	71.66%	72.85%	193	65	86	24.29%
Female	202	255	40.89%	42.22%	120	42	53	26.24%
Technicians	56	96		1.59%	194	125	40	71.43%
Minority	27	71	48.21%	73.96%	120	67	44	162.96%
Female	17	33	30.36%	34.38%	59	43	16	94.12%
Protective Service	576	607		10.07%	259	83	31	5.38%
Minority	492	529	85.42%	87.15%	230	75	37	7.52%
Female	279	287	48.44%	47.28%	142	40	8	2.87%
Paraprofessionals	0	24		0.40%	31	37	24	100.00%
Minority	0	24	0.00%	100.00%	29	34	24	100.00%
Female	0	13	0.00%	54.17%	13	11	13	100.00%
Office/Clerical	333	312		5.17%	89	42	-21	-6.31%
Minority	285	269	85.59%	86.22%	73	38	-16	-5.61%
Female	203	175	60.96%	56.09%	49	20	-28	-13.79%
Skilled Craft	935	1035		17.16%	346	96	100	10.70%
Minority	681	791	72.83%	76.43%	262	69	110	16.15%
Female	11	17	1.18%	1.64%	10	4	6	54.55%
Service Maintenance	3017	3149		52.22%	1104	458	132	4.38%
Minority	2791	2911	92.51%	92.44%	980	398	120	4.30%
Female	675	647	22.37%	20.55%	234	123	-28	-4.15%

WORKFORCE ANALYSIS

EEO-4 Category	Employees			Female							Male							Current				Availability		Underutilization		Goals	
	Total	Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	MIN	%	FEM	%	MIN	FEM	MIN	FEM	MIN	FEM
Officials and Administrators	203	74	129	1	9	18	6	6	1	33	1	28	33	13	7	1	49	121	59.61%	74	36.45%	58.48%	42.14%	1.13%	-5.69%	N	11
Professionals	604	255	349	0	135	21	17	20	1	61	0	142	37	33	29	5	103	440	72.85%	255	42.22%	58.95%	49.73%	13.90%	-7.51%	N	45
Technicians	96	33	63	0	15	3	3	1	2	9	0	22	5	5	0	1	14	57	59.38%	33	34.38%	68.36%	45.51%	-8.98%	-11.14%	<1	10
Protective Service	607	287	320	0	95	116	35	11	4	26	1	115	62	51	36	3	51	529	87.15%	287	47.28%	55.65%	17.49%	31.50%	29.80%	N	N/A
Paraprofessionals	24	13	11	1	0	11	0	0	1	0	0	1	6	3	0	1	0	24	100.00%	13	54.17%	68.97%	72.31%	31.03%	-18.14%	N	4
Office/Clerical	312	175	137	0	51	56	28	26	0	14	0	42	17	24	23	2	29	269	86.22%	175	56.09%	71.85%	70.96%	14.37%	-14.87%	N	46
Skilled Craft	1035	17	1018	0	1	2	6	1	0	7	4	491	51	161	0	3	230	720	69.57%	17	1.64%	57.42%	4.22%	12.14%	-2.58%	N	26
Service Maintenance	3149	647	2502	5	57	489	48	15	2	31	14	930	755	354	237	5	207	2911	92.44%	647	20.55%	14.74%	26.26%	14.74%	-5.71%	N	179
Total Representation	6030	1501	4529	7	363	716	143	80	11	181	20	1771	966	644	332	21	683	5071	84.10%	1501	24.89%						

LABOR MARKET AVAILABILITY - 2019 EEOC EEO-4 CIVILIAN LABOR FORCE - CALIFORNIA COUNTIES

Race/Ethnicity	Female	Male
White	18.7	25.1
Black	6.7	4.9
Hispanic	14.4	14
Asian	8.1	7.3
American Indian	0.3	0.3
Native Hawaiian	0.06	0.05
Two or More	1.3	0.08

WORKFORCE ANALYSIS BY DEPARTMENT

Department	Total Employees	Total		Female							Male							Total Minority
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
BD	3	3	0	0	0	1	1	0	0	1	0	0	0	0	0	0	0	2
		33.3%	0.0%	0.0%	0.0%	11.1%	11.1%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
CO	43	24	19	0	4	4	5	0	0	9	0	7	0	2	0	0	10	22
		60.0%	47.5%	0.0%	10.0%	10.0%	12.5%	0.0%	0.0%	22.5%	0.0%	17.5%	0.0%	5.0%	0.0%	0.0%	25.0%	55.0%
CPC	121	44	77	0	26	1	4	5	0	8	0	40	5	12	7	1	12	100
		36.4%	63.6%	0.0%	21.5%	0.8%	3.3%	4.1%	0.0%	6.6%	0.0%	33.1%	4.1%	9.9%	5.8%	0.8%	9.9%	83.5%
CSUB	13	4	9	0	3	0	0	0	0	1	0	8	0	1	0	0	0	12
		30.8%	69.2%	0.0%	23.1%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	61.5%	0.0%	7.7%	0.0%	0.0%	0.0%	92.3%
ED	5	2	3	0	0	0	1	1	0	0	0	1	1	0	0	0	1	4
		40.0%	60.0%	0.0%	0.0%	0.0%	20.0%	20.0%	0.0%	0.0%	0.0%	20.0%	20.0%	0.0%	0.0%	0.0%	20.0%	80.0%
FIT	491	214	277	1	110	31	16	26	1	29	0	109	36	30	36	5	61	396
		43.6%	56.4%	0.2%	22.4%	6.3%	3.3%	5.3%	0.2%	5.9%	0.0%	22.2%	7.3%	6.1%	7.3%	1.0%	12.4%	81.7%
GA	6	5	1	0	0	0	0	0	0	5	0	0	0	1	0	0	0	1
		83.3%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	83.3%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	16.7%
HR	67	43	21	0	19	10	3	9	0	5	0	4	3	3	3	0	8	54
		64.2%	31.3%	0.0%	28.4%	14.9%	4.5%	13.4%	0.0%	7.5%	0.0%	6.0%	4.5%	4.5%	4.5%	0.0%	11.9%	80.6%
SA	31	12	19	0	3	4	0	1	0	4	0	5	5	4	0	0	5	22
		38.7%	61.3%	0.0%	9.7%	12.9%	0.0%	3.2%	0.0%	12.9%	0.0%	16.1%	16.1%	12.9%	0.0%	0.0%	16.1%	71.0%
SS	1032	424	608	0	145	145	47	17	6	64	2	183	90	96	59	8	170	790
		41.1%	58.9%	0.0%	14.1%	14.1%	4.6%	1.6%	0.6%	6.2%	0.2%	17.7%	8.7%	9.3%	5.7%	0.8%	16.5%	77.3%
TS	4192	711	3481	6	50	518	65	19	4	49	17	1307	828	509	386	13	421	3709
		17.0%	83.0%	0.1%	1.2%	12.4%	1.6%	0.5%	0.1%	1.2%	0.4%	31.2%	19.8%	12.1%	9.2%	0.3%	10.0%	88.8%
TX	26	12	14	0	3	2	1	0	0	6	0	5	0	2	2	0	5	15
		46.2%	53.8%	0.0%	11.5%	7.7%	3.8%	0.0%	0.0%	23.1%	0.0%	19.2%	0.0%	7.7%	7.7%	0.0%	19.2%	57.7%
Total Representation	6030	1498	4529	7	363	716	143	78	11	181	19	1669	968	660	493	27	693	5154
		24.8%	75.1%	0.1%	6.0%	11.9%	2.4%	1.3%	0.2%	3.0%	0.3%	27.7%	16.1%	10.9%	8.2%	0.4%	11.5%	85.5%

AGENCY-WIDE UTILIZATION

EEO-4 Category	Total Employees	Total		Female							Male							Total Minorities
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
Officials and Administrators	203	74	129	1	9	18	6	6	1	33	1	28	33	13	7	1	49	121
%		36.45%	63.55%	0.49%	4.43%	8.87%	2.96%	2.96%	0.49%	16.26%	0.49%	13.79%	16.26%	6.40%	3.45%	0.49%	24.14%	59.61%
Availability		42.14%	57.86%	0.07%	7.28%	10.97%	4.59%	0.08%	0.36%	18.79%	0.64%	11.20%	15.30%	7.13%	0.05%	0.80%	22.73%	58.48%
Parity/Below Parity		-5.69%	5.69%	0.42%	-2.84%	-2.11%	-1.64%	2.88%	0.13%	-2.53%	-0.15%	2.59%	0.95%	-0.72%	3.40%	-0.31%	1.41%	1.13%
Professionals	604	255	349	0	135	21	17	20	1	61	0	142	37	33	29	5	103	440
%		42.22%	57.78%	0.00%	22.35%	3.48%	2.81%	3.31%	0.17%	10.10%	0.00%	23.51%	6.13%	5.46%	4.80%	0.83%	17.05%	72.85%
Availability		49.73%	50.27%	0.15%	16.03%	5.64%	7.61%	0.18%	0.48%	19.64%	0.15%	18.46%	3.91%	5.53%	0.13%	0.68%	21.41%	58.95%
Parity/Below Parity		-7.51%	7.51%	-0.15%	6.32%	-2.16%	-4.79%	3.13%	-0.32%	-9.54%	-0.15%	5.05%	2.22%	-0.07%	4.67%	0.14%	-4.36%	13.90%
Technicians	96	33	63	0	15	3	3	1	2	9	0	22	5	5	0	1	14	57
%		34.38%	65.63%	0.00%	15.63%	3.13%	3.13%	1.04%	2.08%	9.38%	0.00%	22.92%	5.21%	5.21%	0.00%	1.04%	14.58%	59.38%
Availability		45.51%	54.49%	0.19%	7.41%	9.60%	14.01%	0.29%	0.68%	13.32%	2.11%	14.81%	7.07%	11.42%	0.24%	0.51%	18.33%	68.36%
Parity/Below Parity		-11.14%	11.14%	-0.19%	8.21%	-6.48%	-10.89%	0.75%	1.40%	-3.94%	-2.11%	8.11%	-1.86%	-6.21%	-0.24%	0.53%	-3.75%	-8.98%
Protective Service	607	287	320	0	95	116	35	11	4	26	1	115	62	51	36	3	51	529
%		47.28%	52.72%	0.00%	15.65%	19.11%	5.77%	1.81%	0.66%	4.28%	0.16%	18.95%	10.21%	8.40%	5.93%	0.49%	8.40%	87.15%
Availability		17.49%	82.51%	0.09%	0.85%	2.47%	7.75%	0.05%	0.17%	6.10%	0.41%	11.27%	6.67%	24.77%	0.36%	0.79%	38.25%	55.65%
Parity/Below Parity		29.80%	-29.80%	-0.09%	14.80%	16.64%	-1.99%	1.76%	0.49%	-1.82%	-0.25%	7.68%	3.55%	-16.36%	5.57%	-0.30%	-29.84%	31.50%
Paraprofessionals	24	13	11	1	0	11	0	0	1	0	0	1	6	3	0	1	0	24
%		54.17%	45.83%	4.17%	0.00%	45.83%	0.00%	0.00%	4.17%	0.00%	0.00%	4.17%	25.00%	12.50%	0.00%	4.17%	0.00%	100.00%
Availability		72.31%	27.69%	0.41%	9.69%	9.32%	30.09%	0.32%	0.64%	21.82%	0.29%	4.86%	3.17%	9.71%	0.17%	0.28%	9.21%	68.97%
Parity/Below Parity		-18.14%	18.14%	3.75%	-9.69%	36.51%	-30.09%	-0.32%	3.53%	-21.82%	-0.29%	-0.69%	21.83%	2.79%	-0.17%	3.88%	-9.21%	31.03%
Administrative Support	312	175	137	0	51	56	28	26	0	14	0	42	17	24	23	2	29	269
%		56.09%	43.91%	0.00%	16.35%	17.95%	8.97%	8.33%	0.00%	4.49%	0.00%	13.46%	5.45%	7.69%	7.37%	0.64%	9.29%	86.22%
Availability		70.96%	29.04%	0.35%	16.61%	11.14%	22.75%	0.39%	0.81%	18.92%	0.14%	8.77%	3.34%	7.16%	0.12%	0.27%	9.23%	71.85%
Parity/Below Parity		-14.87%	14.87%	-0.35%	-0.26%	6.81%	-13.77%	7.94%	-0.81%	-14.44%	-0.14%	4.69%	2.11%	0.53%	7.25%	0.37%	0.07%	14.37%
Skilled Craft Workers	1035	17	1018	0	1	2	6	1	0	7	4	491	51	161	0	3	230	720
%		1.64%	98.36%	0.00%	0.10%	0.19%	0.58%	0.10%	0.00%	0.68%	0.39%	47.44%	4.93%	15.56%	0.00%	0.29%	22.22%	69.57%
Availability		4.22%	95.78%	0.03%	0.89%	0.62%	1.19%	0.02%	0.07%	1.41%	0.57%	21.37%	6.27%	25.22%	0.31%	0.87%	41.17%	57.42%
Parity/Below Parity		-2.58%	2.58%	-0.03%	-0.79%	-0.43%	-0.61%	0.08%	-0.07%	-0.73%	-0.18%	26.07%	-1.34%	-9.66%	-0.31%	-0.58%	-18.95%	12.14%
Service Maintenance	3149	647	2502	5	57	489	48	15	2	31	14	930	755	354	237	5	207	2911
%		20.55%	79.45%	0.16%	1.81%	15.53%	1.52%	0.48%	0.06%	0.98%	0.44%	29.53%	23.98%	11.24%	7.53%	0.16%	6.57%	92.44%
Availability		26.26%	73.74%	0.15%	2.60%	9.81%	8.74%	0.07%	0.29%	4.58%	0.41%	12.73%	15.50%	26.18%	0.36%	0.85%	17.71%	77.71%
Parity/Below Parity		-5.71%	5.71%	0.01%	-0.79%	5.71%	-7.22%	0.40%	-0.23%	-3.60%	0.04%	16.81%	8.47%	-14.94%	7.17%	-0.70%	-11.14%	14.74%
Total Representation	6030	1501	4529	7	363	716	143	80	11	181	20	1771	966	644	332	21	683	5071
		24.89%	75.11%	0.12%	6.02%	11.87%	2.37%	1.33%	0.18%	3.00%	0.33%	29.37%	16.02%	10.68%	5.51%	0.35%	11.33%	84.10%

UTILIZATION GOALS

2020

Job Group	Total Employees	Female					Minority				
		Employees	Availability	Utilization	Under	Shortfall	Employees	Availability	Utilization	Under	Shortfall
Officials and Administrators	203	74	42.14%	36.45%	Yes	11	121	58.48%	59.61%	No	N/A
Professionals	604	255	49.76%	42.22%	Yes	45	440	58.95%	72.85%	No	N/A
Technicians	96	33	45.51%	34.38%	Yes	10	57	68.36%	59.38%	Yes	<1
Protective Service	607	287	17.49%	47.28%	No	N/A	529	55.65%	87.15%	No	N/A
Paraprofessionals	24	13	72.31%	54.17%	No	4	24	68.97%	100.00%	No	N/A
Administrative Support	312	175	70.96%	56.09%	Yes	46	269	71.85%	86.22%	No	N/A
Skilled Craft Workers	1035	17	4.22%	1.64%	Yes	26	720	57.42%	69.57%	No	N/A
Service Maintenance	3149	647	26.26%	20.55%	Yes	179	2911	77.71%	92.44%	No	N/A

2019 Pre-Plan

Job Group	Total Employees	Female					Minority				
		Employees	Availability	Utilization	Under	Shortfall	Employees	Availability	Utilization	Under	Shortfall
Officials and Administrators	207	82	42.86%	39.61%	Yes	6	119	52.27%	57.49%	No	N/A
Professionals	567	240	50.53%	42.33%	Yes	46	405	57.40%	71.43%	No	N/A
Technicians	59	12	46.67%	20.34%	Yes	15	41	67.25%	69.49%	No	N/A
Protective Service	583	273	17.52%	46.83%	No	N/A	507	53.27%	86.96%	No	N/A
Paraprofessionals	27	10	27.77%	37.04%	No	N/A	25	66.17%	92.59%	No	N/A
Administrative Support	305	173	71.92%	56.72%	Yes	46	260	70.16%	85.25%	No	N/A
Skilled Craft Workers	953	13	4.15%	1.36%	Yes	26	717	54.23%	75.24%	No	N/A
Service Maintenance	3073	632	23.94%	20.57%	Yes	103	2845	75.33%	92.58%	No	N/A

GOALS

EEO-4 Category	Goals	
	MIN	FEM
Officials and Administrators	N	11
Professionals	N	45
Technicians	<1	10
Protective Service	N	N/A
Paraprofessionals	N	4
Administrative Support	N	46
Skilled Craft Workers	N	26
Service Maintenance	N	179

EXHIBIT M: EQUAL EMPLOYMENT OPPORTUNITY (EEO) COMPLAINTS

Harassment or Discrimination in Employment

BECAUSE OF

Age	Height and Weight
AIDS/HIV Status	Marital Status
Ancestry	Medical Condition
Color	Military & Veteran Status
Creed	National Origin
Disability	Parental Status
Domestic Partner Status	
Ethnicity	Political Affiliation
Gender	Race
Gender Expression	Religion
Gender Identity	Sex
Genetic Information	Sexual Orientation
Other Non-Merit Factors (including Nepotism/Favoritism)	

IS PROHIBITED BY LAW

Retaliation for participating in an employment discrimination investigation as a witness or complainant is strictly prohibited.

To file a complaint, an employee or applicant for employment may contact:

- DHR EEO, One South Van Ness Avenue, 8th Floor – Room 8109, San Francisco, CA 94103 or 415.646.2880;
- DHR Harassment Helpline at 415.557.4900 or 415.557.4810 (TTY);
- SFMTA EEO Officer Virginia Harmon at EEO@sfmta.com or at 415.646.2875;
- Ombudsperson Toni Battle at ombudsoffice@sfmta.com or at 415.646.2399
- Your supervisor or any SFMTA manager;
- Your union under the employee grievance procedure;
- California Department of Fair Employment and Housing (DFEH) at 800.884.1684; or
- Federal Equal Employment Opportunity Commission (EEOC) at 800.669.4000.

SFMTA managers or supervisors who becomes aware of potential discrimination, harassment or retaliation must immediately report it to:

- DHR EEO, One South Van Ness Avenue, 8th Floor– Room 8109, San Francisco, CA 94103 or 415.646.2880;
- SFMTA EEO Officer Virginia Harmon at EEO@sfmta.com or at 415.646.2875;



SFMTA

Memorandum to the Board of Directors

Equal Employment Opportunity Complaints



To: SFMTA Board of Directors
Amanda Eaken, Vice Chair
Stephanie Cajina, Vice Chair
Steve Heminger, Director
Dominica Henderson, Director
Fiona Hinze, Director
Lydia So, Director

Through: Jeffrey Tumlin, Director of Transportation

From: Virginia Harmon, Equal Employment Opportunity Officer

cc: Kimberly Ackerman, Chief People Officer
Josephine Ayankoya, Racial Equity Officer
Toni Battle, Ombudsperson
Shana Dines, Employee Labor Relations Manager
MJ Johnson, Employee Relations Manager

Date: November 13, 2023

Re: Three-Year Overview of EEO Complaints

The San Francisco Municipal Transportation Agency (SFMTA) has the obligation to review, investigate and resolve complaints of employment discrimination pursuant to Federal Transit Administration (FTA) Circular 4704.1A and San Francisco Charter, Article VIII A, Section 8A.104F. SFMTA complaints of discrimination, harassment and retaliation are handled by the San Francisco Department of Human Resources EEO section (DHR EEO) through a work order. This report includes data on EEO complaints filed during the prior three fiscal years, 2021, 2022 and 2023.

In order to capture any trends requiring corrective action, total complaints received are evaluated annually. In 2021, SFMTA received 79 complaints, 62 filed internally with DHR EEO and 17 filed externally with either the state Department of Fair Employment and Housing (DFEH) or the federal Equal Employment Opportunity Commission (EEOC). A total of 45 complaints were filed in 2022: 39 internally and six with external agencies. In 2023, SFMTA received 54 complaints, 45 internally and nine externally. The Agency also received 19 COVID-19 vaccination mandate complaints in 2023, five internally and 14 externally, but these have been excluded from this analysis as they arise out of an alleged violation of policy, rather than any alleged employee or management misconduct. See the following chart.

Memorandum to the Board of Directors

Equal Employment Opportunity Complaints



The table below shows total complaints by division during the past three fiscal years. It then compares the percentages of complaints attributable to a division and the proportion of the Agency workforce in that respective division. This helps identify if any area of the Agency is receiving a disproportionate number of complaints and needs additional training and support.

	Complaints 2021	Complaints 2022	Complaints 2023	Total Complaints 2020-23	Complaint Percentage 2020-23	Workforce Percentage 2020-23
Transit	49	29	40	118	66%	69%
Streets	23	9	10	42	24%	19%
FIT	3	2	3	8	4%	8%
HR	1	1	1	3	2%	2%
All others	3	4	0	7	4%	3%
Total	79	45	54	178	100%	100%

While Transit received the highest number of EEO complaints (118) over the three-year period, on a per employee basis, it received fewer complaints than its percentage of the workforce. The Streets Division is the only division in the Agency that had a higher number of complaints than anticipated based on workforce percentage. This is largely due to the number of EEO complaints filed in 2021, when the Agency merged the Streets and Capital Programs and Construction (CPC) divisions. Since 2021, the complaints in Streets, including CPC, have declined from 23 annually to 10 complaints per year.

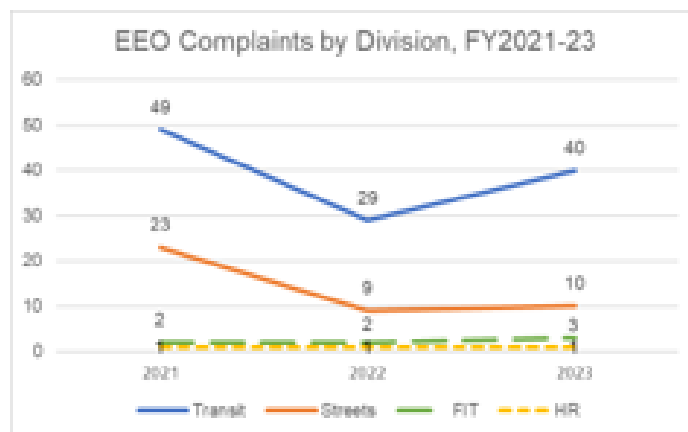
The following line chart shows the number of complaints filed by year for each division. The uptick in complaints in 2023 is driven by complaints from our Transit Division. Transit's Maintenance

Memorandum to the Board of Directors

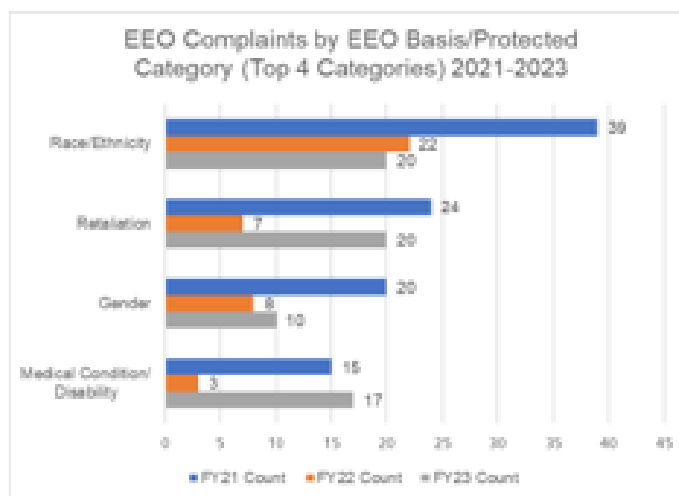
Equal Employment Opportunity Complaints



section had 8 complaints in 2022 and 17 complaints in 2023, an increase of 9 complaints. The increase is likely due to the completion of comprehensive EEO and Equitable, Fair, and Respectful Workplace training in Transit Maintenance led by our Ombuds Office and Human Resource's Workforce Development. It is fairly common to see a rise in complaint filings after trainings occur as staff become aware of both their filing rights and reporting obligations. Complaints from Transit Maintenance will be monitored closely this year, and further trainings will occur if complaint filings do not decline.



To identify areas where additional training may improve outcomes, complaints are also reviewed based on the EEO Basis/Protected Category identified in the complaint. The top four protected categories during the 3-year period include: Race/Ethnicity, Retaliation, Gender, and Medical Condition/Disability as shown in the bar graph below.

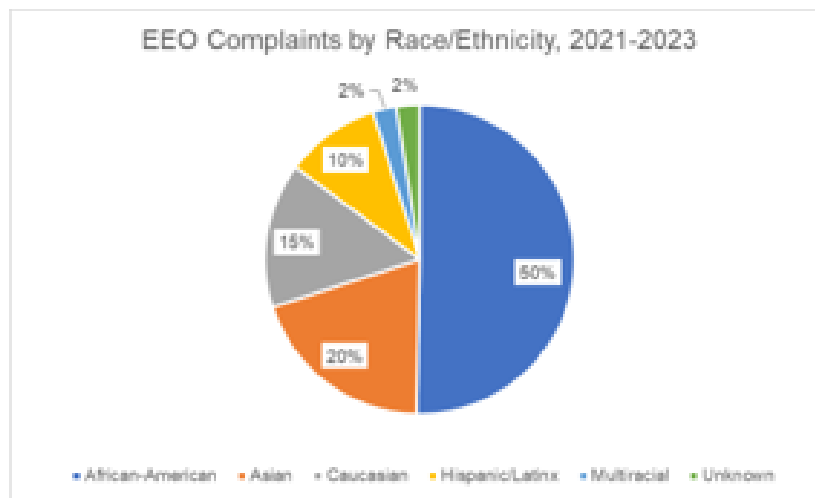


Memorandum to the Board of Directors

Equal Employment Opportunity Complaints



During the period, discrimination/harassment based on Race/Ethnicity was the most frequent basis cited. One-half (50 percent) of the race-based discrimination complaints were filed by African-American employees, followed by 20 percent filed by Asian employees, 15 percent by Caucasian employees, and 10 percent by Hispanic/Latinx employees.

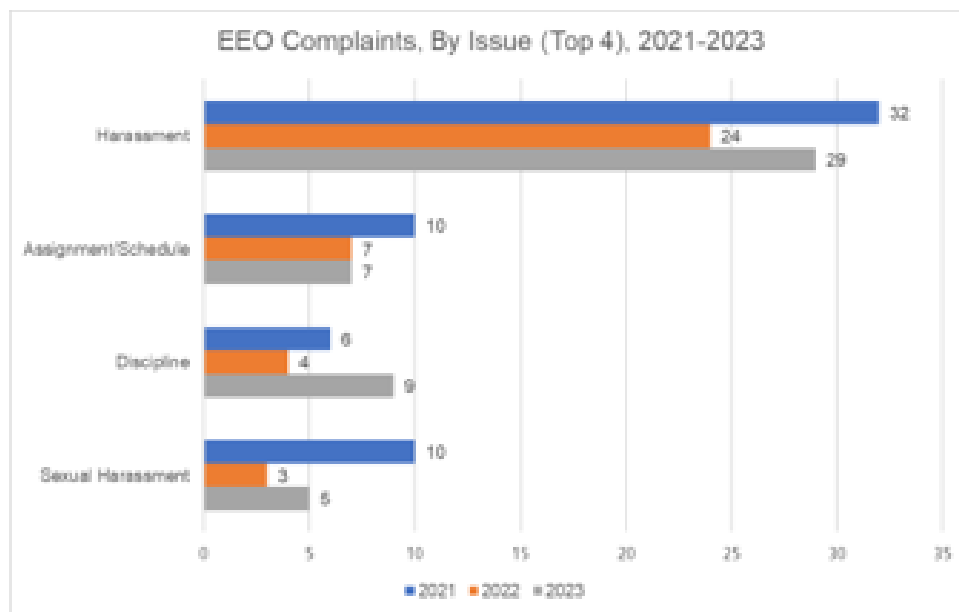


Our Office of Racial Equity and Belonging continued to provide learning and development opportunities as part of Phase One Racial Equity Plan implementation for staff to improve employee interactions and engagement. SFMTA management has participated in mandatory Introduction to Implicit Bias training as well as Leadership Lab trainings, in which managers were educated on the impacts of workplace microaggressions.

Disaggregating EEO complaints by issue allows us to identify the actions our employees find most concerning. The chart below identifies the top four issues during the three-year period.

Memorandum to the Board of Directors

Equal Employment Opportunity Complaints



Harassment is by far the most frequent complaint, followed by work assignments, discipline and sexual harassment. Previously, denial of promotion was one of the top four categories of complaint in 2020-2022 but discipline was a top four in 2021 through 2023. The number of harassment complaints declined in 2022 and was higher in 2023. All employees are required to complete Harassment Prevention training within six months of being hired or promoted and then [again](#) every two years. Employees are also required to complete Equitable, Fair, and Respectful Workplace training which emphasizes the importance of treating fellow staff and members of the public with courtesy and respect. Over the prior year, the EEO Office, the Ombuds Office, Human Resources Employee & Labor Relations and Human Resources Workforce Development have engaged with the Senior Management team to address conduct that may violate our EEO and Respect policies. It is hoped that over time, such trainings will result in the filing of fewer EEO complaints as workplace issues are addressed promptly by management immediately as they occur.

Sexual harassment complaints are being closely monitored by the EEO Office and managed in consultation with the City's Department of Human Resources EEO Division.

SFMTA management remains fully committed to efforts to improve its work environment and to address workplace harassment and discrimination for its employees, including through training and thorough implementation of existing policies as well as on-going efforts to identify and correct racial equity issues.

Memorandum to the Board of Directors

Equal Employment Opportunity Complaints



Our creation of an Ombudsperson office, the only one in the City and County of San Francisco departments, has assisted in the mediation of workplace disputes, the resolution of non-EEO complaints and the proactive handling of many issues internally.

Finally, our HR Employee & Labor Relations section has recommitted to working proactively with management to address workplace conduct at the lowest possible level. It is expected that continuing efforts to promote staff/management accountability will improve SFMTA's work environment and stop discrimination and harassment prior to it becoming actionable as an EEO complaint.

We appreciate the support of the SFMTA Board of Directors. If you have any questions, please contact Virginia Harmon, SFMTA EEO Officer at (415) 646-2309 or Virginia.Harmon@SFMTA.com.

EXHIBIT N: LIST OF SUBRECIPIENTS AND THIRD-PARTY CONTRACTORS

Third-party contractors

Name	Role	EEO Monitoring
Transdev	Third party contractor- Paratransit provider	Yes.

EXHIBIT O: STATISTICAL ANALYSIS OF VETERANS AND PERSONS WITH DISABILITIES

Veterans and Disability Hires (FY21-23)																		
EEO Category	Total Employees	Total		Female							Male							Total Minority
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
Hires																		
Veteran	37	8	29		1	6						9	11	3		1	5	31
Not Veteran	1418	440	978		152	172	36	1	26		5	436	190	154	2	37	154	1211
Total Representation	1455	448	1007	0.0%	10.5%	12.2%	2.5%	0.1%	1.8%	0.0%	0.3%	30.6%	13.8%	10.8%	0.1%	2.6%	10.9%	85.4%

EEO Category	Total Employees	Total		Female							Male							Total Minority
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
Hires																		
Has Identified a Disability	19	9	10		4	4	0		0	1	0	2	4	1		0	3	15
Not Disabled	1436	439	997		149	174	36	1	26	53	5	443	197	156	2	38	156	1227
Total Representation	1455	448	1007	0.0%	10.5%	12.2%	2.5%	0.1%	1.8%	3.7%	0.3%	30.6%	13.8%	10.8%	0.1%	2.6%	10.9%	85.4%

Veterans and Disability Promotions (FY21-23)																		
EEO Category	Total Employees	Total		Female							Male							Total Minority
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
Promotions																		
Veteran	63	15	48		1	13	1					17	16	4			11	52
Not Veteran	576	171	405	1	58	71	13		4	24	1	181	86	60		9	68	484
Total Representation	639	186	453	0.2%	9.2%	13.1%	2.2%	0.0%	0.6%	3.8%	0.2%	31.0%	16.0%	10.0%	0.0%	1.4%	12.4%	83.9%

EEO Category	Total Employees	Total		Female							Male							Total Minority
		Female	Male	AMI	ASN	BLK	HSP	NHI	TWO	WHT	AMI	ASN	BLK	HSP	NHI	TWO	WHT	
Promotions																		
Has Identified a Disability	22	13	9		4	6	2			1		2	4	2			1	20
Not Disabled	617	173	444	1	55	78	12		4	23	1	196	98	62		9	78	516
Total Representation	639	186	453	0.2%	9.2%	13.1%	2.2%	0.0%	0.6%	3.8%	0.2%	31.0%	16.0%	10.0%	0.0%	1.4%	12.4%	83.9%