Human Resources & Office of Race, Equity, and Inclusion
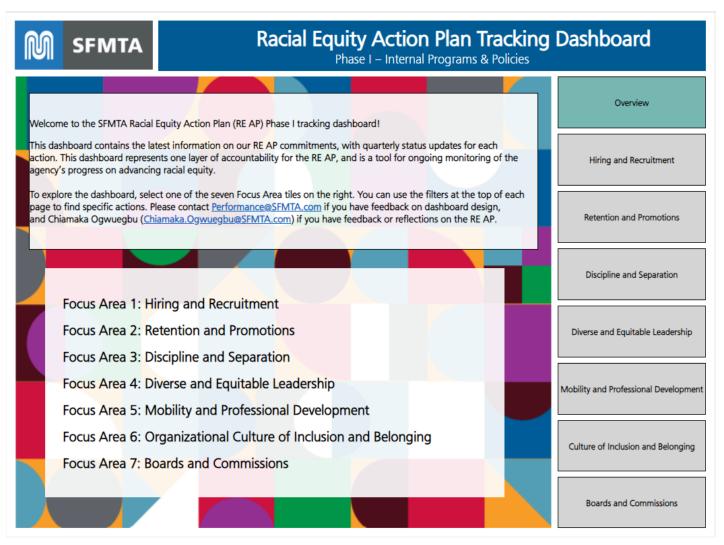
April 1, 2021

Office of Race, Equity, & Inclusion (OREI) Updates

o Building infrastructure for Office of Race, Equity, and Inclusion

- Josephine Ayankoya, SFMTA's REI Officer, started on February 8

- Creating staff roles for Office of Race, Equity, and Inclusion

- Building OREI webpage on SFMTA website, which will house the Racial Equity Action Plan (RE AP)

o Developing cross-agency partnerships to support OREI and formalize the roles of staff across the agency in advancing racial equity

Racial Equity Action Plan Dashboard

Launching as an internal webpage. Will be duplicated on public OREI webpage

Identified Opportunities to Obtain Racial Equity

o Improved Communication

o Enhanced Staff Belonging, Inclusion, and Morale

o Adequate Staffing to Address Racial Equity

o Improved Leadership & Accountability (Training, Modeling Racial Equity, Accountability)

o Developed RE AP Objectives centered around Hiring, Promotion, Compensation, Discipline, and Separation

Agencywide Listening Sessions

o Needs and assets assessment conducted by REI Officer to understand the challenges and resources needed to address racism, racial disparities, and inequity within the agency

o Builds on past and ongoing input from staff (i.e. Blanding Report, affinity group feedback, direct feedback to division directors, etc)

o Listening sessions started in February 2021
  o Initial input from affinity groups, workplace committees, staff with equity roles, managers, and directors
  o Will expand opportunities for input by hosting a series of all-staff listening sessions

o Listening sessions will increase qualitative data related to questions from the CAC
  o What are the real barriers to attaining racial equity among SFMTA employees?
  o What would greater racial equity look like and how would it be measurable?

Identifying and Measuring Progress on Racial Equity

o   The RE AP Phase One outlines a series metrics related to SFMTA racial equity goals

o   RE AP Dashboard will be updated on an ongoing basis to ensure the most up to date information is available to staff and the public

o   REI Office will continue to conduct listening sessions to inform key metrics and resources needed to improve racial equity. Staff across the agency will be asked to inform:

   o   The most promising opportunities for growth that have not been leveraged and/or adequately resourced

   o   What would need to happen for the Agency to leverage the potential of these opportunities?

   o   How OREI and SFMTA at large should prioritize efforts to address inequities and racism

HR Metrics – How We Measure Success

o HR Data Metrics and Reporting

    o 2020 Developed an HR Data Policy

    o Report on twenty key metrics relating to Hiring, Promotions, Discipline and Compensation, etc.

o REAP Plan HR has 37 objectives

    o Hiring, Promotions, Discipline, Leadership & Professional Development

    o Report on those quarterly

Staffing Updates

o Ombudsperson: 40 diverse applicants
  o Tentative start date June 2021

o Chief Financial Officer: We are reviewing team structure

o Transit Operators: since 2/24/20 hired 34 operators
  o Expectation of a new operator class summer / fall 2021
  o We will continue our partnership with CityDrive

o Process for updates to MQs
  • Job analysis to be performed with Subject Matter Experts who have worked in or have supervised position
  • Union has the ability to protest MQ changes and thus needs to be made aware of potential changes

Employee Workplace Culture

- o Bi-Annual (2021) Employee Survey
    - o Second year develop Agency-wide action plans
    - o Survey results end of 2021
- o Town Hall Meetings / Conference Calls
- o Developed a Dashboard for the HR intranet to track HR accomplishments while demonstrating transparency and accountability
- o Quarterly Employee Affinity Groups listening meetings
- o Budget Team office hours for employee input
- o Human Resources Director has an open-door policy
- o Ombudsperson partner in developing Complaint process and tool

THANK YOU!