

**Equal Employment Opportunity (EEO)  
Program**

**for**

**Washington Metropolitan Area Transit  
Authority (Metro)  
300 7<sup>th</sup> Street, SW  
Washington, DC 20001**

**Plan Effective: 2022-2025**

**Washington Metropolitan Area Transit Authority (Metro)**  
**300 7th Street, SW**  
**Washington, DC 20024**

**Equal Employment Opportunity (EEO) Program**

**APPROVAL SECTION:**

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**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY (METRO)  
EQUAL EMPLOYMENT OPPORTUNITY PLAN**

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## **INTRODUCTION**

### **Background:**

The Washington Metropolitan Area Transit Authority (Metro) was created by an interstate compact in 1967 to plan, develop, build, finance, and operate a balanced regional transportation system in the national capital area. Metro began building its rail system in 1969, acquired four regional bus systems in 1973, and began operating the first phase of Metrorail in 1976. Metro operates the third busiest rail transit systems and sixth busiest bus network in the United States. As of 2021, Metrorail serves 91 stations and has 117 miles of track. Metrobus serves the nation's capital 24 hours a day, seven days a week with 1,500 buses. Metrorail and Metrobus serve a population of approximately 4 million within a 1,500-square mile jurisdiction. Metro began its paratransit service, MetroAccess, in 1994; it provides about 2.3 million trips per year.

Effective July 24, 2022, Randy Clarke became General Manager and Chief Executive Officer (CEO), of the Washington Metropolitan Area Transit Authority. It is anticipated Mr. Clarke will continue to pursue the identified three top priorities: safety, service reliability and financial management.

## **SECTION 1: POLICY STATEMENT**



**Washington  
Metropolitan Area  
Transit Authority**

# **S T A F F      N O T I C E**

Date: \_\_\_\_\_ Number: \_\_\_\_\_

Subject: WMATA EEO Policy Statement

Distribution: All WMATA Employees

Washington Metropolitan Area Transit Authority (WMATA) is committed to Equal Employment Opportunity (EEO) and to compliance with all federal laws that prohibit workplace discrimination and retaliation. All employment actions and treatment of employees will be administered without regard to race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), age, genetic information, disability, veteran status, or any other status or classification protected by applicable federal laws.

WMATA's EEO and Affirmative Action policies apply to all employment actions, including but not limited to, recruitment, advertising, hiring, upgrading, selection for training, promotion, transfer, demotion, layoff, termination, and rates of pay or other forms of compensation. WMATA is committed to making employment decisions based only on valid job requirements.

All applicants and employees have the right to file complaints alleging discrimination with the Office of Equal Employment Opportunity (OEEO). WMATA strictly prohibits and does not tolerate retaliation, discrimination, threats against, harassment, or coercion of any individual who files a charge or complaint of discrimination; who participates in an employment discrimination proceeding (such as an investigation, compliance evaluation, or lawsuit); who opposes any practice made unlawful by applicable federal EEO or affirmative action laws; or who otherwise engages in protected activity or exercises any other right protected by applicable federal EEO or affirmative action laws.

WMATA 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.

WMATA is committed to undertaking and developing a written nondiscrimination program that sets forth the policies, practices, and procedures, with an audit and reporting system, goals, and timetables, and to making the EEO and Affirmative Action programs available for inspection by any employee or applicant upon request.

As WMATA's General Manager and Chief Executive Officer, I maintain overall responsibility and accountability for WMATA's compliance with its EEO and Affirmative Action policies and programs. To ensure day-to-day management, including program preparation, monitoring, and complaint investigation, I have

appointed as WMATA's EEO Officer, Ms. Jan M. Bryant, Director, Office of Fair Practices, OEEO and Diversity and Inclusion (FAIR). The EEO Officer has dotted line reporting access to me and acts with my authority to plan, develop, manage, and administer WMATA's EEO and Affirmative Action policies and programs. Ms. Bryant can be reached by phone at (202) 962-1082 or by email at [OEEOHotline@wmata.com](mailto:OEEOHotline@wmata.com).

All WMATA executive, management, and supervisory personnel share in the responsibility for implementing and monitoring WMATA's EEO and Affirmative Action policies and programs within their respective areas and will be assigned specific compliance tasks. WMATA will evaluate its managers' and supervisors' performance on their successful implementation of WMATA's policies and procedures, in the same manner WMATA assesses their performance on other agency goals.

I am personally committed to a workplace that treats all applicants and employees with dignity and respect, as well as equitably under the guidelines of our EEO and Affirmative Action policies and programs.

A handwritten signature in black ink, appearing to read 'Randy Clarke', with a stylized, cursive script.

Randy Clarke  
General Manager and  
Chief Executive Officer

## **SECTION 2: DISSEMINATION OF METRO'S EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT**

Metro ensures Metro's EEO Policy Statement, the agency's written commitment and the written commitment of former GM/CEO Paul Wiedefeld have been widely disseminated to employees in the following ways:

- The EEO Policy Statement has been widely disseminated to all Metro employees via email with each update/revision.
- Metro has incorporated the EEO Policy Statement in its federally required posters containing the **EEO is the Law** provisions. These posters are disseminated widely in areas in all of Metro's work locations where employees expected to be such as on bulletin boards, near time clocks, in breakrooms and in offices which serve employee interests.

Metro's Office of Equal Employment Opportunity (hereinafter OEEO) meets semi-annually with the GM/CEO to report on monitoring and to discuss the EEO Program implementation. OEEO personnel engaged in a concerted informational program to engage with employees regarding anti-discrimination policy/instructions at outlying work locations. OEEO monitors the completion of mandatory EEO and Sexual Harassment prevention training for all new supervisors and/or managers within 90 days of their appointment.

Effective Monday May 16, 2022, Paul Wiedefeld retired and Andrew Off, Executive Vice President – Capital Delivery ascended to Acting General Manager/Chief Executive Officer. Metro's Board of Directors have selected as the new General Manager/Chief Executive Officer. Upon his arrival to Metro effective July 25, 2022, updating of the policy Statement below will occur.

## **SECTION 3: ESTABLISHMENT OF RESPONSIBILITIES FOR THE IMPLEMENTATION OF THE EEOP**

As part of its efforts to ensure equal employment opportunity to all individuals, Metro has designated specific responsibilities to various staff to ensure the EEOP focuses on all components of the employment system. To that end, the General Manager/CEO, Paul Wiedefeld, the Director of OEEO, Jan M. Bryant, Esq. who serves as the EEO Officer, the Manager of Civil Rights Compliance, Carla E. Elliott, the Senior Civil Rights Specialists, and those employed as supervisors and managers have undertaken the responsibilities described below.

### **General Manager/CEO**

The primary responsibility and accountability for implementing the Equal

Employment Opportunity Program (EEOP) rests with the General Manager/CEO. This person is responsible, through the designated EEO Officer, for adherence to Metro's policy of equal employment opportunity and affirmative action. This role includes, but is not limited to, the following duties:

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

#### **EEO Officer – Director of OEEO**

The Director of OEEO is responsible for overall implementation of the EEOP. Jan M. Bryant as EEO Officer through Carla E. Elliott, Manager of Civil Rights Compliance, and OEEO staff, as well as department managers and supervisors, jointly share responsibility for effectively communicating to Metro's workforce the various policy/instructions designed to eliminate discrimination and discriminatory practices, enforcement of those policy/instructions, and providing leadership and commitment to the EEOP. The EEO Officer's (Director of OEEO's) responsibilities include, but are not limited to, the following:

1. Developing the EEO policy statement and a written EEO Program and ensuring that Metro adheres to the stated policy of equal employment opportunity and monitor the application of equal employment opportunity policies.
2. Reporting at least semiannually to the CEO/GM on each department's progress in relation to the agency's goals and on contractor and vendor compliance.
3. Ensure that the EEOP is reviewed and updated periodically in accordance with Metro's stated policy.

4. Participate in periodic discussions with management, supervision, and all other employed personnel to ensure EEOP and equal employment opportunity policies are being followed.
5. Oversee periodic audits of: 1) hiring and promotion patterns to remove impediments to the attainment of EEOP goals and objectives; and 2) facilities to ensure they are maintained for the use and benefit of all employees and integrated both in policy and practice.
6. Ensure that all new employees receive an orientation to Metro's equal employment opportunity policy and are informed with regard to the EEOP and its objectives.
7. Periodically analyze applicant flow to determine the mix of persons applying for employment by race/ethnic origin and gender.
8. Review and concur on hiring and promotion actions for non-union positions at salary grade 9 and above.
9. Review job descriptions and specifications to ensure they are free of discriminatory provisions and artificial barriers. Ensure that all requirements are job-related, and that they reflect the actual work requirements of the essential job duties.
10. 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.

### **Manager, Civil Rights Compliance**

The Manager of Civil Rights Compliance's duties include, but are not limited to, the following:

1. Manage initiatives to improve all OEEO processes and procedures, drive the efficient automation of work-flow processes, standardize documentation/record keeping and reporting requirements to generate increased efficiency and greater overall program effectiveness.
2. Ensure monitoring of EEO Program Plan components through

supervised data gathering and analysis related to employment practices and complaint investigation and resolution.

3. Participate in the review and concurrence on hiring and promotion actions.
4. Ensure thorough comprehensive investigations are conducted and documented by managing and overseeing OEEO personnel.
5. Ensure that employees, supervisors and managers have the information necessary to fulfill the identified responsibilities in the EEO Program Plan in timely, effective and sustainable manners by managing developed training components and targeted informational sessions at all levels in the agency as well as individualized coaching.

### **OEEO Personnel**

The Senior Civil Rights Specialists' and Senior Workforce Development and Compliance Officer's duties include, but are not limited to, the following:

1. Assisting OEEO management in collecting and analyzing data, identifying problem areas, setting goals and timetables, and providing input on developing programs to achieve EEO Program Plan objectives.
2. Implementing informational initiatives on the agency's nondiscrimination plan with managers and supervisors to ensure that the agency's anti-discrimination policies are understood, including targeted training and individualized counseling arising from complaint handling.
3. Implementing informational initiatives on the agency's nondiscrimination plan with managers and supervisors to ensure compliance, enforcement, and support of that plan.
4. Maintaining awareness of current EEO laws and regulations, and ensuring the laws and regulations affecting nondiscrimination are disseminated to responsible officials.
5. Investigating complaints of EEO discrimination and ensuring documentation of all investigative activities.

6. Auditing postings of the EEO policy statement to ensure compliance information is posted and up to date.

### **Director, Talent Acquisition**

The Director, Talent Acquisition reports directly to the Senior Vice President/ Chief Human Capital Officer, Department of Human Capital, and has oversight in the management of diversity sourcing and recruitment through the Office of Talent Acquisition. The Director is responsible for the development, implementation and administration of programs to address the issues of affirmative sourcing and recruitment within the workforce. This position is responsible for providing strong leadership and guidance and serves as a resource to all Metro officials who are charged with responsibility and accountability for equal employment opportunity and implementation of Metro's Affirmative Action Programs.

### **Talent Acquisition Managers**

These Managers lead teams of Talent Acquisition professionals whose responsibilities include furthering diversity and operations-critical recruitment for Metro. They provide guidance and direction to sourcing and staffing personnel.

### **Senior Sourcing Officers**

Metro continues to have the *Metro Trabajo Program* which constitutes an innovative Latino recruitment strategy, that has been strongly supported by community partners, regional workforce entities, and Spanish-speaking media outlets. As part of this initiative, Metro has been featured in publications such as *Latina Style* and *Diversity in Action*. The recruitment efforts of the *MetroTrabajo* program have led to Metro receiving the Top 100 Employer for Latinas for 3 years in a row. The implementation of this initiative resulted in continuing increase in the employment of Latinos within Metro. Metro employees also maintain a strong presence at diversity job fairs, give presentations and provide informational sessions in collaboration with different community partners at various sites and locations across the District of Columbia, Maryland and Virginia. Through *Metro Trabajo*, Metro makes a concerted effort to recruit candidates for non-traditional positions (e.g., women in engineering).

Metro continues to recognize the unique talents, training and leadership the men and women of the armed forces have to offer. The military helped build the rail system and today is one of our most desired sources for current and future talent.

Beginning in 2014, Metro as a quasi-government entity earned both Military-Friendly Employer and Military Spouse Friendly designations from Victory Media, publisher of *G.I. Jobs* and *Military Spouse* magazines. The recruitment efforts of the Sr. Sourcing Officer for the MissionMetro program has led Metro to be recognized by G.I. Jobs magazine as a veteran friendly employer over the past 8 years. The Sr. Sourcing Officer also leads the Veterans Employee Resource Group (ERG) for the Authority.

Metro has increased the size of its veteran employee base by nearly fifty percent. Military candidates have been hired and/or trained for career opportunities such as transit police officers, mechanics, bus and rail operators, human resources specialists, information technology professionals and more. Metro seeks to hire and retain top-quality veteran candidates and finds that hiring from the military community lends a strategic, competitive advantage to meeting its goals. In spite of restrictions and limitation related to the COVID outbreak Metro continues with *Mission Metro*, which was created to foster a fully integrated military recruitment strategy to enhance its military recruitment efforts. Additionally, for many of our positions the respective military occupational skills/specialty occupational codes have been incorporated into Metro's job postings to facilitate the transfer of military work experience to civilian roles.

Metro continues its MetroBeyondBarriers program partners with local disabilities services agencies and Universities that have programs specifically for persons with disabilities. There has been targeted sourcing strategies designed to encourage and expand the recruitment of persons with disabilities within Metro resulting in the increase of representation of individuals with disabilities in Metro's workforce to 16.8% as of December 31, 2021.

### **Senior Executives, Office Directors, Managers and Supervisors**

In their direct day-to-day contact with Metro's employees, managers and supervisors have assumed certain responsibilities to help Metro ensure compliance with equal employment opportunity programs and effective implementation of the EEOP. These include, but are not limited to, the following:

1. Participating actively in periodic audits of all aspects of employment to identify and remove barriers obstructing the achievement of specified goals and objectives
2. Holding regular discussions with other managers, supervisors, employees,

and affinity groups to ensure agency policies and procedures are being followed

3. In conjunction with the EEO Officer, maintaining and updating the personnel database for generating reports required for the nondiscrimination program
4. Cooperating with the EEO Officer in review of information and investigation of complaints
5. Encouraging employee participation to support the advancement of the EEO Program (e.g., professional development and career growth opportunities, posting promotional opportunities, shadowing, mentoring)
6. Including in performance objectives verbiage to evaluate personnel based on activities supporting this EEO plan.

#### **SECTION 4: ANALYSIS OF THE PRESENT WORKFORCE TO IDENTIFY AREAS WHERE MINORITIES AND WOMEN ARE UNDERUTILIZED**

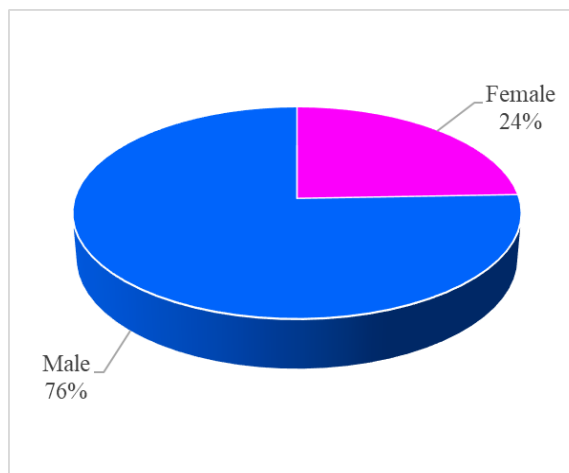
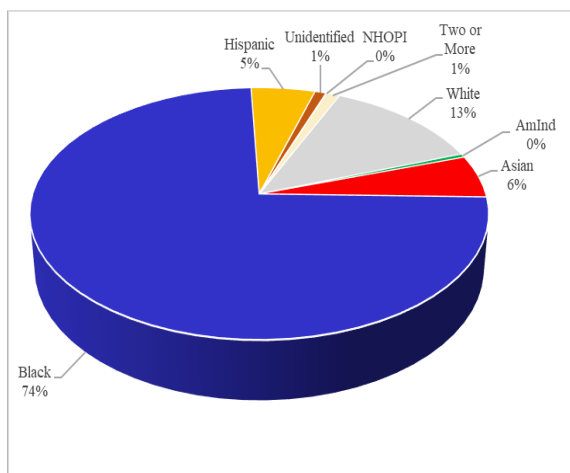
Utilization analysis is a combination and comparison of Metro's workforce analysis and appropriate availability analysis. Metro conducted workforce analysis as of December 31, 2021. At that time, Metro employed 12042 persons in its workforce representing an increase of 440 or 3.8% increase in the total number of employees from the prior EEO Program Plan (2018-2021). This workforce breaks down to the following:

##### **Permanent employee breakdown**

- 24% or 2940 are women, an increase of 264 or 9.9% in the number of female employees.
- 86% or 10389 are minorities, an increase of 500 or 5% in the number of minority employees.

##### **Workforce Analysis**

Metro conducted a workforce analysis to identify employees by gender and race/ethnicity in each EEO-4 Category. The data was collected from employment records as of December 31, 2021. The charts below reflect the overview of the percentage of each demographic within the workforce overall.



Below is a chart comparing Metro's 2018 workforce with its 2021 workforce by EEO job category and demographic group. The chart also reflects the EEO job categories and demographics where progress has been made since 2018.

| Job Category                     | Total Work force | MALES |       |       |      |       |       |       |      | FEMALES |       |       |      |       |       |       |      |
|----------------------------------|------------------|-------|-------|-------|------|-------|-------|-------|------|---------|-------|-------|------|-------|-------|-------|------|
|                                  |                  | All   | White | Black | Hisp | Asian | AI/AN | NHOPI | 2+   | All     | White | Black | Hisp | Asian | AI/AN | NHOPI | 2+   |
| 1 - Officials and Administrators |                  |       |       |       |      |       |       |       |      |         |       |       |      |       |       |       |      |
| 2018 Workforce (#)               | 277              | 205   | 105   | 77    | 9    | 13    | 1     | 0     | 0    | 72      | 23    | 39    | 4    | 6     | 0     | 0     | 0    |
| 2018 Workforce (%)               |                  | 74.0  | 37.9  | 27.8  | 3.2  | 4.7   | 0.4   | 0.0   | 0.0  | 26.0    | 8.3   | 14.1  | 1.4  | 2.2   | 0.0   | 0.0   | 0.0  |
| Availability (%) in 2018         |                  | 72.2  | 31.0  | 31.0  | 4.0  | 5.6   | 0.3   | 0.0   | 0.3  | 27.8    | 8.2   | 16.0  | 1.5  | 1.9   | 0.1   | 0.0   | 0.2  |
| Underutilized (%) in2018         |                  | -1.8  | -6.9  | 3.2   | 0.7  | 0.9   | 0.0   | 0.0   | 0.3  | 1.8     | -0.1  | 1.9   | 0.0  | -0.3  | 0.1   | 0.0   | 0.2  |
| 2021 Workforce #                 | 375              | 257   | 117   | 92    | 16   | 23    | 1     | 0     | 2    | 118     | 39    | 65    | 3    | 9     | 0     | 0     | 1    |
| Progress from 2018               |                  |       |       | Y     | Y    | Y     | N     |       | Y    | Y       | Y     | Y     | N    | Y     | N     | N     | Y    |
| 2 - Professionals                |                  |       |       |       |      |       |       |       |      |         |       |       |      |       |       |       |      |
| 2018 Workforce (#)               | 2515             | 1820  | 518   | 1013  | 92   | 185   | 10    | 0     | 2    | 695     | 101   | 503   | 34   | 52    | 2     | 0     | 3    |
| 2018 Workforce (%)               |                  | 72.4  | 20.6  | 40.3  | 3.7  | 7.4   | 0.4   | 0.0   | 0.1  | 27.6    | 4.0   | 20.0  | 1.4  | 2.1   | 0.1   | 0.0   | 0.1  |
| Availability (%) in 2018         |                  | 74.1  | 24.7  | 38.6  | 4.3  | 5.8   | 0.4   | 0.0   | 0.4  | 25.9    | 6.9   | 15.9  | 1.3  | 1.5   | 0.1   | 0.0   | 0.2  |
| Underutilized (%) in2018         |                  | 1.8   | 4.1   | -1.7  | 0.6  | -1.5  | 0.0   | 0.0   | 0.3  | -1.8    | 2.9   | -4.1  | 0.0  | -0.6  | 0.0   | 0.0   | 0.1  |
| 2021 Workforce #                 | 2899             | 2071  | 493   | 1194  | 113  | 198   | 14    | 1     | 30   | 828     | 113   | 559   | 47   | 74    | 2     | 0     | 9    |
| 2021 Workforce %                 |                  | 71.4% | 17.0% | 41.2% | 3.9% | 6.8%  | 0.5%  | 0.0%  | 1.0% | 28.6%   | 3.9%  | 19.3% | 1.6% | 2.6%  | 0.1%  | 0.0%  | 0.3% |
| Progress from 2018               |                  |       |       | Y     | Y    | Y     | Y     | N     | Y    | Y       | N     | Y     | Y    | Y     | N     | N     | Y    |

| Job Category                   | Total Work force | MALES |       |       |      |       |       |       |      | FEMALES |       |       |      |       |       |       |      |
|--------------------------------|------------------|-------|-------|-------|------|-------|-------|-------|------|---------|-------|-------|------|-------|-------|-------|------|
|                                |                  | All   | White | Black | Hisp | Asian | AI/AN | NHOPI | 2+   | All     | White | Black | Hisp | Asian | AI/AN | NHOPI | 2+   |
| 3 - Technicians                |                  |       |       |       |      |       |       |       |      |         |       |       |      |       |       |       |      |
| 2018 Workforce (#)             | 302              | 293   | 97    | 163   | 17   | 14    | 2     | 0     | 0    | 9       | 2     | 6     | 0    | 1     | 0     | 0     | 0    |
| 2018 Workforce (%)             |                  | 97.0  | 32.1  | 54.0  | 5.6  | 4.6   | 0.7   | 0.0   | 0.0  | 3.0     | 0.7   | 2.0   | 0.0  | 0.3   | 0.0   | 0.0   | 0.0  |
| Availability (%) in 2018       |                  | 96.5  | 28.5  | 54.4  | 5.7  | 7.2   | 0.6   | 0.0   | 0.1  | 3.2     | 0.7   | 2.2   | 0.1  | 0.3   | 0.0   | 0.0   | 0.0  |
| Underutilized (%) in2018       |                  | -0.5  | -3.7  | 0.4   | 0.1  | 2.6   | -0.1  | 0.0   | 0.1  | 0.2     | 0.0   | 0.2   | 0.1  | -0.1  | 0.0   | 0.0   | 0.0  |
| 2021 Workforce #               | 86               | 79    | 29    | 41    | 6    | 1     | 0     | 0     | 0    | 7       | 1     | 3     | 0    | 2     | 0     | 0     | 0    |
| 2021 Workforce %               |                  | 91.9% | 33.7% | 47.7% | 7.0% | 1.2%  | 0.0%  | 0.0%  | 0.0% | 8.1%    | 1.2%  | 3.5%  | 0.0% | 2.3%  | 0.0%  | 0.0%  | 0.0% |
| Progress from 2018             |                  |       |       | N     | N    | N     | N     | N     |      | N       | Y     | Y     | N    | Y     | N     | N     |      |
| 4 - Protective Service Workers |                  |       |       |       |      |       |       |       |      |         |       |       |      |       |       |       |      |
| 2018 Workforce (#)             | 550              | 411   | 161   | 192   | 39   | 17    | 1     | 0     | 1    | 139     | 16    | 118   | 4    | 1     | 0     | 0     | 0    |
| 2018 Workforce (%)             |                  | 74.7  | 29.3  | 34.9  | 7.1  | 3.1   | 0.2   | 0.0   | 0.2  | 25.3    | 2.9   | 21.5  | 0.7  | 0.2   | 0.0   | 0.0   | 0.0  |
| Availability (%) in 2018       |                  | 76.8  | 35.9  | 29.9  | 7.3  | 2.8   | 0.2   | 0.0   | 0.6  | 23.2    | 4.6   | 17.1  | 1.2  | 0.2   | 0.0   | 0.0   | 0.1  |
| Underutilized (%) in2018       |                  | 2.0   | 6.6   | -5.0  | 0.2  | -0.3  | 0.1   | 0.0   | 0.4  | -2.0    | 1.7   | -4.4  | 0.4  | 0.0   | 0.0   | 0.0   | 0.1  |
| 2021 Workforce #               | 502              | 374   | 130   | 178   | 45   | 18    | 1     | 0     | 1    | 128     | 12    | 108   | 5    | 2     | 0     | 0     | 0    |
| 2021 Workforce %               |                  | 74.5% | 25.9% | 35.5% | 9.0% | 3.6%  | 0.2%  | 0.0%  | 0.2% | 25.5%   | 2.4%  | 21.5% | 1.0% | 0.4%  | 0.0%  | 0.0%  | 0.0% |
| Progress from 2018             |                  |       |       | N     | Y    | Y     | N     | N     |      | N       | N     | N     | Y    | Y     | N     | N     |      |

| 5 - Paraprofessionals (the group of 5 employees is statistically too small for analysis) |                  |       |       |       |      |       |       |       |      |         |       |       |      |       |       |       |      |
|------------------------------------------------------------------------------------------|------------------|-------|-------|-------|------|-------|-------|-------|------|---------|-------|-------|------|-------|-------|-------|------|
| Job Category                                                                             | Total Work force | MALES |       |       |      |       |       |       |      | FEMALES |       |       |      |       |       |       |      |
|                                                                                          |                  | All   | White | Black | Hisp | Asian | AI/AN | NHOPI | 2+   | All     | White | Black | Hisp | Asian | AI/AN | NHOPI | 2+   |
| 6 - Administrative Support                                                               |                  |       |       |       |      |       |       |       |      |         |       |       |      |       |       |       |      |
| 2018 Workforce (#)                                                                       | 637              | 287   | 27    | 239   | 15   | 4     | 2     | 0     | 0    | 350     | 9     | 323   | 13   | 4     | 1     | 0     | 0    |
| 2018 Workforce (%)                                                                       |                  | 45.1  | 4.2   | 37.5  | 2.4  | 0.6   | 0.3   | 0.0   | 0.0  | 54.9    | 1.4   | 50.7  | 2.0  | 0.6   | 0.2   | 0.0   | 0.0  |
| Availability (%) in 2018                                                                 |                  | 51.9  | 8.8   | 37.6  | 3.3  | 1.7   | 0.3   | 0.0   | 0.3  | 48.1    | 11.4  | 31.9  | 3.0  | 0.9   | 0.4   | 0.0   | 0.4  |
| Underutilized (%) in2018                                                                 |                  | 6.9   | 4.5   | 0.1   | 0.9  | 1.1   | 0.0   | 0.0   | 0.3  | -6.9    | 10.0  | -18.8 | 1.0  | 0.3   | 0.2   | 0.0   | 0.4  |
| 2021 Workforce #                                                                         | 498              | 236   | 17    | 200   | 11   | 4     | 1     | 0     | 1    | 262     | 11    | 223   | 14   | 4     | 1     | 0     | 7    |
| 2021 Workforce %                                                                         |                  | 47.4% | 3.4%  | 40.2% | 2.2% | 0.8%  | 0.2%  | 0.0%  | 0.0% | 52.6%   | 2.2%  | 44.8% | 2.8% | 0.8%  | 0.2%  | 0.0%  | 1.4% |
| Progress from 2018                                                                       |                  |       |       | N     | N    | N     | N     | N     | Y    | N       | Y     | N     | Y    | N     | N     | N     | Y    |
| 7 - Skilled Craft Workers                                                                |                  |       |       |       |      |       |       |       |      |         |       |       |      |       |       |       |      |
| 2018 Workforce (#)                                                                       | 2750             | 2689  | 541   | 1689  | 149  | 292   | 17    | 0     | 1    | 61      | 7     | 49    | 1    | 3     | 1     | 0     | 0    |
| 2018 Workforce (%)                                                                       |                  | 97.8  | 19.7  | 61.4  | 5.4  | 10.6  | 0.6   | 0.0   | 0.0  | 2.2     | 0.3   | 1.8   | 0.0  | 0.1   | 0.0   | 0.0   | 0.0  |
| Availability (%) in 2018                                                                 |                  | 96.4  | 26.7  | 53.7  | 6.3  | 8.8   | 0.6   | 0.0   | 0.2  | 3.5     | 0.5   | 2.7   | 0.1  | 0.1   | 0.0   | 0.0   | 0.0  |
| Underutilized (%) in2018                                                                 |                  | -1.3  | 7.0   | -7.7  | 0.9  | -1.8  | 0.0   | 0.0   | 0.2  | 1.2     | 0.2   | 0.9   | 0.1  | 0.0   | 0.0   | 0.0   | 0.0  |
| 2021 Workforce #                                                                         | 2905             | 2823  | 489   | 1813  | 180  | 279   | 13    | 1     | 31   | 82      | 7     | 67    | 2    | 2     | 1     | 0     | 2    |
| 2021 Workforce %                                                                         |                  | 97.2% | 16.8% | 62.4% | 6.2% | 9.6%  | 0.4%  | 0.0%  | 1.1% | 2.8%    | 0.2%  | 2.3%  | 0.1% | 0.1%  | 0.0%  | 0.0%  | 0.1% |
| Progress from 2018                                                                       |                  |       |       | N     | Y    | N     | N     | Y     | Y    | Y       | N     | Y     | Y    | N     | N     | N     | Y    |

| Category                 | Total Work force | MALES |       |       |       |       |       |       |      | FEMALES |       |       |      |       |       |       |      |
|--------------------------|------------------|-------|-------|-------|-------|-------|-------|-------|------|---------|-------|-------|------|-------|-------|-------|------|
|                          |                  | All   | White | Black | Hisp  | Asian | AI/AN | NHOPI | 2+   | All     | White | Black | Hisp | Asian | AI/AN | NHOPI | 2+   |
| 8 - Service-Maintenance  |                  |       |       |       |       |       |       |       |      |         |       |       |      |       |       |       |      |
| 2018 Workforce (#)       | 4562             | 3218  | 86    | 2949  | 125   | 42    | 13    | 0     | 3    | 1344    | 18    | 1274  | 38   | 8     | 5     | 0     | 1    |
| 2018 Workforce (%)       |                  | 70.5  | 1.9   | 64.6  | 2.7   | 0.9   | 0.3   | 0.0   | 0.1  | 29.5    | 0.4   | 27.9  | 0.8  | 0.2   | 0.1   | 0.0   | 0.0  |
| Availability (%) in 2018 |                  | 68.8  | 17.5  | 42.3  | 6.4   | 1.5   | 0.4   | 0.1   | 0.5  | 31.2    | 9.0   | 19.1  | 2.3  | 0.3   | 0.2   | 0.0   | 0.3  |
| Underutilized (%) in2018 |                  | -1.7  | 15.7  | -22.3 | 3.7   | 0.6   | 0.1   | 0.1   | 0.5  | 1.7     | 8.6   | -8.8  | 1.4  | 0.1   | 0.1   | 0.0   | 0.3  |
| 2021 Workforce #         | 4772             | 3260  | 69    | 2955  | 141   | 37    | 14    | 2     | 26   | 1512    | 14    | 1404  | 48   | 6     | 8     | 2     | 21   |
| 2021 Workforce %         |                  | 68.3% | 1.4%  | 61.9% | 3.0 % | 0.8%  | 0.3%  | 0.0%  | 0.5% | 31.7%   | 0.3%  | 29.4% | 1.0% | 0.1%  | 0.2%  | 0.0%  | 0.4% |
| Progress from 2018       |                  |       |       | N     | Y     | N     | Y     | Y     | Y    | Y       | N     | Y     | Y    | N     | Y     | Y     | Y    |

### **Availability Analysis:**

"Availability" is a target estimate of the proportion of each sex and race/ethnic group available and qualified for employment at Metro for a given EEO job category in the relevant labor market during the life of the EEOP. Availability indicates the approximate level at which each race/ethnic and sex group could reasonably be expected to be represented in a job category. Availability estimates, therefore, are a way of translating equal employment opportunity into concrete numerical terms. Correct comparisons of incumbency to availability, attainable goals, and real increases in employment for underutilized groups are driven by competent and accurate availability analyses.

Metro utilized the American Community Survey 5-year estimates 2018 to determine the percentages of the various demographic groups in the EEO categories in the national overall workforce. Metro also compiled the representative percentages of demographic groups in the EEO job categories in the Maryland, Virginia, and Washington D.C. areas for use in certain EEO categories as the regional relevant labor market.

Given the significantly altered recruiting methodologies and activities that have become part of current business practice since the development of the prior EEO Program Plan, some of which have been developed in response to the COVID 19 pandemic, Metro has utilized differing relevant labor market data to more accurately calculate availability. In light of COVID restrictions Metro has optimized its on-line recruitment, conducts virtual interviews, and has expanded its teleworking options which has resulted in a wider relevant labor market. For the availability analysis Metro has used national and regional data in evaluating availability in the EEO job categories.

With more accurate availability data, Metro can compare the percentages of those who could reasonably be expected to be employed versus our current employment (from the workforce analysis), identify problem areas or areas of deficiency, and establish goals to correct the problems.

See Appendix \_\_\_, ACS 5-year Estimates Equal Employment Opportunity

|                                 | United States Total , all occupations |                    |                                  |                                 |                                         |             |                                                  |                                   |
|---------------------------------|---------------------------------------|--------------------|----------------------------------|---------------------------------|-----------------------------------------|-------------|--------------------------------------------------|-----------------------------------|
|                                 | Total, race and ethnicity             | Hispanic or Latino | Not Hispanic or Latino, one race |                                 |                                         |             |                                                  | Balance of not Hispanic or Latino |
|                                 |                                       |                    | White alone                      | Black or African American alone | American Indian and Alaska Native alone | Asian alone | Native Hawaiian and Other Pacific Islander alone |                                   |
| Label                           | Estimate                              | Estimate           | Estimate                         | Estimate                        | Estimate                                | Estimate    | Estimate                                         | Estimate                          |
| <b>Officials/Administrators</b> |                                       |                    |                                  |                                 |                                         |             |                                                  |                                   |
| Total, both sexes               |                                       |                    |                                  |                                 |                                         |             |                                                  |                                   |
| Number                          | 20,394,185                            | 2,027,010          | 15,094,810                       | 1,548,350                       | 82,785                                  | 1,245,075   | 23,490                                           | 372,670                           |
| Percent                         | 100.0%                                | 9.9%               | 74.0%                            | 7.6%                            | 0.4%                                    | 6.1%        | 0.1%                                             | 1.8%                              |
| Male                            |                                       |                    |                                  |                                 |                                         |             |                                                  |                                   |
| Number                          | 11,824,850                            | 1,153,685          | 9,008,135                        | 692,265                         | 42,030                                  | 719,920     | 12,400                                           | 196,415                           |
| Percent                         | 58.0%                                 | 5.7%               | 44.2%                            | 3.4%                            | 0.2%                                    | 3.5%        | 0.1%                                             | 1.0%                              |
| Female                          |                                       |                    |                                  |                                 |                                         |             |                                                  |                                   |
| Number                          | 8,569,335                             | 873,320            | 6,086,675                        | 856,085                         | 40,755                                  | 525,160     | 11,090                                           | 176,250                           |
| Percent                         | 42.0%                                 | 4.3%               | 29.8%                            | 4.2%                            | 0.2%                                    | 2.6%        | 0.1%                                             | 0.9%                              |
| <b>Professionals</b>            |                                       |                    |                                  |                                 |                                         |             |                                                  |                                   |
| Total, both sexes               |                                       |                    |                                  |                                 |                                         |             |                                                  |                                   |
| Number                          | 30,923,015                            | 2,661,580          | 21,911,275                       | 2,661,310                       | 109,680                                 | 2,919,605   | 30,815                                           | 628,745                           |
| Percent                         | 100.0%                                | 8.6%               | 70.9%                            | 8.6%                            | 0.4%                                    | 9.4%        | 0.1%                                             | 2.0%                              |
| Male                            |                                       |                    |                                  |                                 |                                         |             |                                                  |                                   |
| Number                          | 13,570,525                            | 1,123,495          | 9,592,940                        | 950,560                         | 38,710                                  | 1,566,540   | 13,710                                           | 284,570                           |
| Percent                         | 43.9%                                 | 3.6%               | 31.0%                            | 3.1%                            | 0.1%                                    | 5.1%        | 0.0%                                             | 0.9%                              |
| Female                          |                                       |                    |                                  |                                 |                                         |             |                                                  |                                   |
| Number                          | 17,352,490                            | 1,538,085          | 12,318,335                       | 1,710,750                       | 70,970                                  | 1,353,065   | 17,105                                           | 344,175                           |
| Percent                         | 56.1%                                 | 5.0%               | 39.8%                            | 5.5%                            | 0.2%                                    | 4.4%        | 0.1%                                             | 1.1%                              |

|                                      |            |           |            |           |         |           |        |         |
|--------------------------------------|------------|-----------|------------|-----------|---------|-----------|--------|---------|
| <b>Technicians</b>                   |            |           |            |           |         |           |        |         |
| Total, both sexes                    |            |           |            |           |         |           |        |         |
| Number                               | 11,738,390 | 2,065,245 | 7,189,615  | 1,522,280 | 70,535  | 659,605   | 19,050 | 212,060 |
| Percent                              | 100.0%     | 17.6%     | 61.2%      | 13.0%     | 0.6%    | 5.6%      | 0.2%   | 1.8%    |
| Male                                 |            |           |            |           |         |           |        |         |
| Number                               | 6,531,410  | 1,159,840 | 4,141,220  | 726,785   | 38,940  | 341,730   | 9,965  | 112,925 |
| Percent                              | 55.6%      | 9.9%      | 35.3%      | 6.2%      | 0.3%    | 2.9%      | 0.1%   | 1.0%    |
| Female                               |            |           |            |           |         |           |        |         |
| Number                               | 5,206,980  | 905,405   | 3,048,395  | 795,490   | 31,595  | 317,875   | 9,085  | 99,135  |
| Percent                              | 44.4%      | 7.7%      | 26.0%      | 6.8%      | 0.3%    | 2.7%      | 0.1%   | 0.8%    |
| <b>Protective service:<br/>Sworn</b> |            |           |            |           |         |           |        |         |
| Total, both sexes                    |            |           |            |           |         |           |        |         |
| Number                               | 2,940,130  | 433,450   | 1,778,160  | 570,700   | 24,065  | 61,780    | 7,390  | 64,585  |
| Percent                              | 100.0%     | 14.7%     | 60.5%      | 19.4%     | 0.8%    | 2.1%      | 0.3%   | 2.2%    |
| Male                                 |            |           |            |           |         |           |        |         |
| Number                               | 2,368,380  | 349,220   | 1,506,650  | 384,355   | 18,210  | 52,125    | 6,065  | 51,760  |
| Percent                              | 80.6%      | 11.9%     | 51.2%      | 13.1%     | 0.6%    | 1.8%      | 0.2%   | 1.8%    |
| Female                               |            |           |            |           |         |           |        |         |
| Number                               | 571,745    | 84,235    | 271,510    | 186,345   | 5,855   | 9,655     | 1,325  | 12,820  |
| Percent                              | 19.4%      | 2.9%      | 9.2%       | 6.3%      | 0.2%    | 0.3%      | 0.0%   | 0.4%    |
| <b>Administrative<br/>support</b>    |            |           |            |           |         |           |        |         |
| Total, both sexes                    |            |           |            |           |         |           |        |         |
| Number                               | 34,138,115 | 5,322,045 | 22,239,980 | 3,995,465 | 177,225 | 1,630,275 | 60,850 | 712,265 |
| Percent                              | 100.0%     | 15.6%     | 65.1%      | 11.7%     | 0.5%    | 4.8%      | 0.2%   | 2.1%    |
| Male                                 |            |           |            |           |         |           |        |         |
| Number                               | 12,304,445 | 1,907,955 | 8,129,885  | 1,252,170 | 50,920  | 686,180   | 18,715 | 258,620 |
| Percent                              | 36.0%      | 5.6%      | 23.8%      | 3.7%      | 0.1%    | 2.0%      | 0.1%   | 0.8%    |
| Female                               |            |           |            |           |         |           |        |         |
| Number                               | 21,833,670 | 3,414,090 | 14,110,095 | 2,743,300 | 126,305 | 944,095   | 42,135 | 453,645 |
| Percent                              | 64.0%      | 10.0%     | 41.3%      | 8.0%      | 0.4%    | 2.8%      | 0.1%   | 1.3%    |

|                            |            |           |            |           |         |           |        |         |
|----------------------------|------------|-----------|------------|-----------|---------|-----------|--------|---------|
| <b>Skilled craft</b>       |            |           |            |           |         |           |        |         |
| Total, both sexes          |            |           |            |           |         |           |        |         |
| Number                     | 11,618,005 | 2,876,985 | 7,351,265  | 826,970   | 73,865  | 295,080   | 17,935 | 175,910 |
| Percent                    | 100.0%     | 24.8%     | 63.3%      | 7.1%      | 0.6%    | 2.5%      | 0.2%   | 1.5%    |
| Male                       |            |           |            |           |         |           |        |         |
| Number                     | 10,738,855 | 2,651,665 | 6,899,240  | 718,215   | 67,680  | 224,760   | 16,145 | 161,150 |
| Percent                    | 92.4%      | 22.8%     | 59.4%      | 6.2%      | 0.6%    | 1.9%      | 0.1%   | 1.4%    |
| Female                     |            |           |            |           |         |           |        |         |
| Number                     | 879,150    | 225,315   | 452,025    | 108,755   | 6,180   | 70,320    | 1,790  | 14,755  |
| Percent                    | 7.6%       | 1.9%      | 3.9%       | 0.9%      | 0.1%    | 0.6%      | 0.0%   | 0.1%    |
| <b>Service/Maintenance</b> |            |           |            |           |         |           |        |         |
| Total, both sexes          |            |           |            |           |         |           |        |         |
| Number                     | 37,447,960 | 9,652,545 | 19,328,695 | 5,578,480 | 247,240 | 1,771,630 | 81,460 | 787,915 |
| Percent                    | 100.0%     | 25.8%     | 51.6%      | 14.9%     | 0.7%    | 4.7%      | 0.2%   | 2.1%    |
| Male                       |            |           |            |           |         |           |        |         |
| Number                     | 21,352,110 | 5,852,665 | 10,988,385 | 3,010,855 | 133,345 | 894,735   | 48,075 | 424,045 |
| Percent                    | 57.0%      | 15.6%     | 29.3%      | 8.0%      | 0.4%    | 2.4%      | 0.1%   | 1.1%    |
| Female                     |            |           |            |           |         |           |        |         |
| Number                     | 16,095,855 | 3,799,875 | 8,340,305  | 2,567,625 | 113,895 | 876,895   | 33,385 | 363,870 |
| Percent                    | 43.0%      | 10.1%     | 22.3%      | 6.9%      | 0.3%    | 2.3%      | 0.1%   | 1.0%    |

| Composite data for Maryland,<br>Virginia, Washington D. C. |              | Total, race<br>and<br>ethnicity | Hispanic<br>or Latino | White<br>alone | Black or<br>African<br>American<br>alone | American<br>Indian &<br>Alaska<br>Native<br>alone | Asian<br>alone | Native<br>Hawaiian &<br>Other<br>Pacific<br>Islander<br>alone | Balance<br>of not<br>Hispanic<br>or<br>Latino |
|------------------------------------------------------------|--------------|---------------------------------|-----------------------|----------------|------------------------------------------|---------------------------------------------------|----------------|---------------------------------------------------------------|-----------------------------------------------|
| Officials & Administrators                                 |              | Total both<br>sexes             |                       |                |                                          |                                                   |                |                                                               |                                               |
|                                                            | Total number | 1,239,600                       | 70,555                | 844,110        | 212,160                                  | 1,950                                             | 82,425         | 495                                                           | 27,910                                        |
|                                                            | %            | 100%                            | 5.7%                  | 68.1%          | 17.1%                                    | 0.2%                                              | 6.6%           | 0.0%                                                          | 2.3%                                          |
|                                                            | Male         |                                 |                       |                |                                          |                                                   |                |                                                               |                                               |
|                                                            | number       | 663,175                         | 41,025                | 491,495        | 73,430                                   | 1035                                              | 46,245         | 270                                                           | 13,835                                        |
|                                                            | %            | 53.5%                           | 3.3%                  | 39.6%          | 5.9%                                     | 0.1%                                              | 3.7%           | 0.0%                                                          | 1.1%                                          |
|                                                            | Female       |                                 |                       |                |                                          |                                                   |                |                                                               |                                               |
|                                                            | number       | 552,305                         | 29,525                | 352,610        | 118,775                                  | 910                                               | 36,180         | 225                                                           | 14,075                                        |
|                                                            | %            | 44.6%                           | 2.4%                  | 28.4%          | 9.6%                                     | 0.1%                                              | 2.9%           | 0.0%                                                          | 1.1%                                          |
| Professionals                                              |              | Total both<br>sexes             |                       |                |                                          |                                                   |                |                                                               |                                               |
|                                                            | Total number | 1,902,955                       | 95,795                | 1,234,980      | 331,260                                  | 2,760                                             | 191,360        | 955                                                           | 45,840                                        |
|                                                            | %            | 100.0%                          | 5.0%                  | 64.9%          | 17.4%                                    | 0.1%                                              | 10.1%          | 0.1%                                                          | 2.4%                                          |
|                                                            | Male         |                                 |                       |                |                                          |                                                   |                |                                                               |                                               |
|                                                            | number       | 869,090                         | 47,005                | 571,325        | 125,560                                  | 1830                                              | 102,725        | 545                                                           | 20,995                                        |
|                                                            | %            | 45.7%                           | 2.5%                  | 30.0%          | 6.6%                                     | 0.1%                                              | 5.4%           | 0.0%                                                          | 1.1%                                          |
|                                                            | Female       |                                 |                       |                |                                          |                                                   |                |                                                               |                                               |
|                                                            | number       | 1,033,865                       | 48,790                | 48,790         | 205,700                                  | 1830                                              | 88,640         | 410                                                           | 24,840                                        |
|                                                            | %            | 54.3%                           | 2.6%                  | 2.6%           | 10.8%                                    | 0.1%                                              | 4.7%           | 0.0%                                                          | 1.3%                                          |

| Technicians        |              | Total both sexes |         |         |         |       |        |      |        |
|--------------------|--------------|------------------|---------|---------|---------|-------|--------|------|--------|
|                    | Total number | 440,590          | 33,785  | 253,630 | 117,140 | 1225  | 25,510 | 225  | 9,080  |
|                    | %            | 100.0%           | 7.7%    | 57.6%   | 26.6%   | 0.3%  | 5.8%   | 0.1% | 2.1%   |
|                    | Male         |                  |         |         |         |       |        |      |        |
|                    | number       | 224,250          | 17,680  | 138,965 | 50,625  | 760   | 11,755 | 100  | 4,365  |
|                    | %            | 50.9%            | 4.0%    | 31.5%   | 11.5%   | 0.2%  | 2.7%   | 0.0% | 1.0%   |
|                    | Female       |                  |         |         |         |       |        |      |        |
|                    | number       | 216,340          | 16,110  | 114,670 | 66,505  | 465   | 13,750 | 125  | 4,710  |
|                    | %            | 49.1%            | 3.7%    | 26.0%   | 15.1%   | 0.1%  | 3.1%   | 0.0% | 1.1%   |
| Protective Service |              | Total both sexes |         |         |         |       |        |      |        |
|                    | Total number | 205,825          | 11,940  | 114,015 | 70,580  | 395   | 3,630  | 139  | 5,115  |
|                    | %            | 100.0%           | 5.8%    | 55.4%   | 34.3%   | 0.2%  | 1.8%   | 0.1% | 2.5%   |
|                    | Male         |                  |         |         |         |       |        |      |        |
|                    | number       | 153,325          | 9,520   | 92,040  | 44,665  | 285   | 2,785  | 84   | 3,950  |
|                    | %            | 74.5%            | 4.6%    | 44.7%   | 21.7%   | 0.1%  | 1.4%   | 0.0% | 1.9%   |
|                    | Female       |                  |         |         |         |       |        |      |        |
|                    | number       | 52,490           | 2,430   | 21,970  | 25,910  | 115   | 845    | 55   | 1,170  |
|                    | %            | 25.5%            | 1.2%    | 10.7%   | 12.6%   | 0.1%  | 0.4%   | 0.0% | 0.6%   |
| Admin Support      |              |                  |         |         |         |       |        |      |        |
|                    | Total number | 1,586,725        | 114,645 | 936,820 | 403,000 | 3,870 | 88,175 | 1030 | 39,195 |
|                    | %            | 100.0%           | 7.2%    | 59.0%   | 25.4%   | 0.2%  | 5.6%   | 0.1% | 2.5%   |
|                    | Male         |                  |         |         |         |       |        |      |        |
|                    | number       | 561,135          | 42,675  | 339,490 | 126,550 | 1365  | 36,260 | 350  | 14,440 |
|                    | %            | 35.4%            | 2.7%    | 21.4%   | 8.0%    | 0.1%  | 2.3%   | 0.0% | 0.9%   |
|                    | Female       |                  |         |         |         |       |        |      |        |
|                    | number       | 1,025,585        | 71,970  | 597,325 | 276,455 | 2,505 | 51,915 | 670  | 24,755 |
|                    | %            | 64.6%            | 4.5%    | 37.6%   | 17.4%   | 0.2%  | 3.3%   | 0.0% | 1.6%   |

| Skilled Craft       |              |           |         |         |         |       |        |      |        |
|---------------------|--------------|-----------|---------|---------|---------|-------|--------|------|--------|
|                     | Total number | 538,455   | 111,895 | 317,300 | 85,410  | 1015  | 14,145 | 220  | 8,465  |
|                     | %            | 100.0%    | 20.8%   | 58.9%   | 15.9%   | 0.2%  | 2.6%   | 0.0% | 1.6%   |
|                     | Male         |           |         |         |         |       |        |      |        |
|                     | number       | 501,365   | 104,305 | 299,590 | 76,955  | 1000  | 11,700 | 210  | 7,600  |
|                     | %            | 93.1%     | 19.4%   | 55.6%   | 14.3%   | 0.2%  | 2.2%   | 0.0% | 1.4%   |
|                     | Female       |           |         |         |         |       |        |      |        |
|                     | number       | 37,090    | 7,590   | 17,710  | 8,455   | 15    | 2,445  | 10   | 865    |
|                     | %            | 6.9%      | 1.4%    | 3.3%    | 1.6%    | 0.0%  | 0.5%   | 0.0% | 0.2%   |
| Service Maintenance |              |           |         |         |         |       |        |      |        |
|                     | Total number | 1,591,610 | 266,880 | 706,065 | 492,235 | 2,895 | 85,655 | 585  | 37,300 |
|                     | %            | 100.0%    | 16.8%   | 44.4%   | 30.9%   | 0.2%  | 5.4%   | 0.0% | 2.3%   |
|                     | Male         |           |         |         |         |       |        |      |        |
|                     | number       | 871,150   | 144,230 | 391,805 | 272,250 | 1700  | 40,655 | 335  | 20,170 |
|                     | %            | 54.7%     | 9.1%    | 24.6%   | 17.1%   | 0.1%  | 2.6%   | 0.0% | 1.3%   |
|                     | Female       |           |         |         |         |       |        |      |        |
|                     | number       | 720,460   | 122,645 | 314,255 | 219,985 | 1200  | 45,005 | 245  | 17,125 |
|                     | %            | 45.3%     | 7.7%    | 19.7%   | 13.8%   | 0.1%  | 2.8%   | 0.0% | 1.1%   |

### **Utilization Analysis:**

The utilization analysis is the assessment of the employees in the various EEO categories by demographic groups. A comparison was made between the percentage employed as of December 31, 2021, and that category's availability. The chart below prepared reflects data from the prior EEOP, notes where progress was made towards goals established as well as captures the December 31, 2021 workforce data and current availability from the 2018 ACS Equal Employment Opportunity Estimates from the U.S. Census Bureau.

### **Goals Progress Report- Assessment of Previous Goals**

Metro's previous EEOP established placement and timetables by EEO-4 category and uses the "whole person rule" methodology as required by the FTA. The chart below captures Metro's progress towards achieving previously established goals using comparative placement data from the period 2018 through December 31, 2021. The chart reflects the current representation and highlights progress made in the various EEO-4 categories for minority and female demographic groups.

Of the 40 goals established in the prior EEOP, based on the EEO4 categories and demographic groups, there has been significant progress made at Metro. Eighteen of the goals were met during the EEOP period and are reflect in the chart below. It should also be noted that for eleven (11) of the goals established there has been improvement in the representation in those EEO4 categories and demographic groups since 2018 yet there continues to be underrepresentation. The chart below gives a detailed overview of the comparative data from 2018 and 2021.

## Comparison of 2018 representation & goals versus 2021 representation and availability data

| Job Category                     | Total Work force | MALES |       |       |       |       |        |       |      | FEMALES |       |       |      |       |        |        |      | Tot . Min. |
|----------------------------------|------------------|-------|-------|-------|-------|-------|--------|-------|------|---------|-------|-------|------|-------|--------|--------|------|------------|
|                                  |                  | All   | White | Black | His   | Asian | AI/ AN | NHOPI | 2+   | All     | White | Black | His  | Asian | AI/ AN | NHOP I | 2+   |            |
| 1 - Officials and Administrators |                  |       |       |       |       |       |        |       |      |         |       |       |      |       |        |        |      |            |
| 2018 (#)                         | 277              | 205   | 105   | 77    | 9     | 13    | 1      | 0     | 0    | 72      | 23    | 39    | 4    | 6     | 0      | 0      | 0    | 149        |
| 2018 (%)                         |                  | 74.0  | 37.9  | 27.8  | 3.2   | 4.7   | 0.4    | 0.0   | 0.0  | 26.0    | 8.3   | 14.1  | 1.4  | 2.2   | 0.0    | 0.0    | 0.0  | 53.8       |
| Availability (%) in 2018         |                  | 72.2  | 31.0  | 31.0  | 4.0   | 5.6   | 0.3    | 0.0   | 0.3  | 27.8    | 8.2   | 16.0  | 1.5  | 1.9   | 0.1    | 0.0    | 0.2  | 60.8       |
| Underutilized (%) in2018         |                  | -1.8  | -6.9  | 3.2   | 0.7   | 0.9   | 0.0    | 0.0   | 0.3  | 1.8     | -0.1  | 1.9   | 0.0  | -0.3  | 0.1    | 0.0    | 0.2  | 7.0        |
| 2021 Workforce #                 | 375              | 257   | 117   | 92    | 16    | 23    | 1      | 0     | 2    | 118     | 39    | 65    | 3    | 9     | 0      | 0      | 1    | 212        |
| 2021 Workforce %                 |                  | 68.5% | 31.2% | 24.5% | 4.3%  | 6.1%  | 0.3%   | 0.0%  | 0.5% | 31.5 %  | 10.4% | 17.3% | 0.8% | 2.4%  | 0.0%   | 0.0%   | 0.3% | 56.5%      |
| National availability (%)        |                  | 58.0% | 44.2% | 3.4%  | 5.7%  | 3.5%  | 0.2%   | 0.0%  | 0.0% | 42.0 %  | 29.8% | 4.2%  | 4.3% | 2.6%  | 0.2%   | 0.0%   | 0.0% |            |
| Tri-state Availability (%)       |                  | 53.5% | 39.6% | 5.9%  | 3.3%  | 3.7%  | 0.1%   | 0.0%  |      | 44.6 %  | 28.4% | 9.6%  | 2.4% | 2.9%  | 0.1%   | 0.0%   |      |            |
| Underutilized in 2021            |                  |       |       | N     | Y     | N     | N      |       |      | Y       | Y     | N     | Y    | Y     | N      | N      |      |            |
| Progress from 2018               |                  |       |       | Y     | Y     | Y     | N      |       | Y    | Y       | Y     | Y     | N    | Y     | N      | N      | Y    |            |
| 2 – Professionals                |                  |       |       |       |       |       |        |       |      |         |       |       |      |       |        |        |      |            |
| 2018 (#)                         | 2515             | 1820  | 518   | 1013  | 92    | 185   | 10     | 0     | 2    | 695     | 101   | 503   | 34   | 52    | 2      | 0      | 3    | 1896       |
| 2018 (%)                         |                  | 72.4  | 20.6  | 40.3  | 3.7   | 7.4   | 0.4    | 0.0   | 0.1  | 27.6    | 4.0   | 20.0  | 1.4  | 2.1   | 0.1    | 0.0    | 0.1  | 75.4       |
| Availability (%) in 2018         |                  | 74.1  | 24.7  | 38.6  | 4.3   | 5.8   | 0.4    | 0.0   | 0.4  | 25.9    | 6.9   | 15.9  | 1.3  | 1.5   | 0.1    | 0.0    | 0.2  | 68.4       |
| Underutilized (%) in2018         |                  | 1.8   | 4.1   | -1.7  | 0.6   | -1.5  | 0.0    | 0.0   | 0.3  | -1.8    | 2.9   | -4.1  | 0    | -0.6  | 0.0    | 0.0    | 0.1  | -7.0       |
| 2021 Workforce #                 | 2899             | 2071  | 493   | 1194  | 113   | 198   | 14     | 1     | 30   | 828     | 113   | 559   | 47   | 74    | 2      | 0      | 9    | 2240       |
| 2021 Workforce %                 |                  | 71.4% | 17.0% | 41.2% | 3.9 % | 6.8%  | 0.5%   | 0.0%  | 1.0% | 28.6 %  | 3.9%  | 19.3% | 1.6% | 2.6%  | 0.1%   | 0.0%   | 0.3% | 77.3%      |
| National Availability (%)        |                  | 43.9% | 31.0% | 3.1%  | 3.6%  | 5.1%  | 0.1%   | 0.0%  | 0.0% | 56.1 %  | 39.8% | 5.5%  | 5.0% | 4.4%  | 0.2%   | 0.1%   | 0    |            |
| Tri-state Availability (%)       |                  | 45.7% | 30.0% | 6.6%  | 2.5%  | 5.4%  | 0.1%   | 0.0%  |      | 54.3 %  | 2.6%  | ####  | 2.6% | 4.7%  | 0.1%   | 0.0%   |      |            |
| Underutilized (%) in 2021        |                  |       |       | N     | N     | N     | N      | N     |      | Y       | Y     | N     | Y    | Y     | N      | N      |      |            |
| Progress from 2018               |                  |       |       | Y     | Y     | Y     | Y      | N     | Y    | Y       | N     | Y     | Y    | Y     | N      | N      | Y    |            |

## Comparison of 2018 representation & goals versus 2021 representation and availability data

| Job Category                   | Total Workforce e | MALES |       |       |       |       |        |       |      | FEMALES |       |       |      |       |        |        |      | Tot . Min. |
|--------------------------------|-------------------|-------|-------|-------|-------|-------|--------|-------|------|---------|-------|-------|------|-------|--------|--------|------|------------|
|                                |                   | All   | White | Black | His   | Asian | AI/A N | NHOPI | 2+   | All     | White | Black | His  | Asian | AI/A N | NHOP I | 2+   |            |
| 3 – Technicians                |                   |       |       |       |       |       |        |       |      |         |       |       |      |       |        |        |      |            |
| 2018 Workforce (#)             | 302               | 293   | 97    | 163   | 17    | 14    | 2      | 0     | 0    | 9       | 2     | 6     | 0    | 1     | 0      | 0      | 0    | 203        |
| 2018 Workforce (%)             |                   | 97.0  | 32.1  | 54.0  | 5.6   | 4.6   | 0.7    | 0.0   | 0.0  | 3.0     | 0.7   | 2.0   | 0.0  | 0.3   | 0.0    | 0.0    | 0.0  | 67.2       |
| Availability (%) in 2018       |                   | 96.5  | 28.5  | 54.4  | 5.7   | 7.2   | 0.6    | 0.0   | 0.1  | 3.2     | 0.7   | 2.2   | 0.1  | 0.3   | 0.0    | 0.0    | 0.0  | 70.6       |
| Underutilized (%) in2018       |                   | -0.5  | -3.7  | 0.4   | 0.1   | 2.6   | -0.1   | 0.0   | 0.1  | 0.2     | 0.0   | 0.2   | 0.1  | -0.1  | 0.0    | 0.0    | 0.0  | 3.4        |
| 2021 Workforce #               | 86                | 79    | 29    | 41    | 6     | 1     | 0      | 0     | 0    | 7       | 1     | 3     | 0    | 2     | 0      | 0      | 0    | 53         |
| 2021 Workforce %               |                   | 91.9% | 33.7% | 47.7% | 7.0%  | 1.2%  | 0.0%   | 0.0%  | 0.0% | 8.1%    | 1.2%  | 3.5%  | 0.0% | 2.3%  | 0.0%   | 0.0%   | 0.0% | 61.6%      |
| National Availability (%)      |                   | 55.6% | 35.3% | 6.2%  | 9.9%  | 2.9%  | 0.3%   | 0.1%  | 0.0% | 44.4 %  | 26.0% | 6.8%  | 7.7% | 2.7%  | 0.3%   | 0.1%   | 0.0% |            |
| Tri-state Availability (%)     |                   | 50.9% | 31.5% | 11.5% | 4.0%  | 2.7%  | 0.2%   | 0.0%  |      | 49.1 %  | 26.0% | ##### | 3.7% | 3.1%  | 0.1%   | 0.0%   |      |            |
| Underutilized (%) in 2021      |                   |       |       | N     | Y     | Y     | Y      | N     |      | Y       | Y     | Y     | Y    | Y     | Y      | N      |      |            |
| Progress from 2018             |                   |       |       | N     | N     | N     | N      | N     |      | N       | Y     | Y     | N    | Y     | N      | N      |      |            |
| 4 - Protective Service Workers |                   |       |       |       |       |       |        |       |      |         |       |       |      |       |        |        |      |            |
| 2018 Workforce (#)             | 550               | 411   | 161   | 192   | 39    | 17    | 1      | 0     | 1    | 139     | 16    | 118   | 4    | 1     | 0      | 0      | 0    | 373        |
| 2018 Workforce (%)             |                   | 74.7  | 29.3  | 34.9  | 7.1   | 3.1   | 0.2    | 0.0   | 0.2  | 25.3    | 2.9   | 21.5  | 0.7  | 0.2   | 0.0    | 0.0    | 0.0  | 67.8       |
| Availability (%) in 2018       |                   | 76.8  | 35.9  | 29.9  | 7.3   | 2.8   | 0.2    | 0.0   | 0.6  | 23.2    | 4.6   | 17.1  | 1.2  | 0.2   | 0.0    | 0.0    | 0.1  | 59.5       |
| Underutilized (%) in2018       |                   | 2.0   | 6.6   | -5.0  | 0.2   | -0.3  | 0.1    | 0.0   | 0.4  | -2.0    | 1.7   | -4.4  | 0.4  | 0.0   | 0.0    | 0.0    | 0.1  | -8.3       |
| 2021 Workforce #               | 502               | 374   | 130   | 178   | 45    | 18    | 1      | 0     | 1    | 128     | 12    | 108   | 5    | 2     | 0      | 0      | 0    | 358        |
| 2021 Workforce %               |                   | 74.5% | 25.9% | 35.5% | 9.0%  | 3.6%  | 0.2%   | 0.0%  | 0.2% | 25.5 %  | 2.4%  | 21.5% | 1.0% | 0.4%  | 0.0%   | 0.0%   | 0.0% | 71.3%      |
| National Availability (%)      |                   | 80.6% | 51.2% | 13.1% | 11.9% | 1.8%  | 0.6%   | 0.2%  | 0.0% | 19.4 %  | 9.2%  | 6.3%  | 2.9% | 0.3%  | 0.2%   | 0.0%   | 0.0% |            |
| Tri-state Availability (%)     |                   | 74.5% | 44.7% | 21.7% | 4.6%  | 1.4%  | 0.1%   | 0.0%  |      | 25.5 %  | 10.7% | ##### | 1.2% | 0.4%  | 0.1%   | 0.0%   |      |            |
| Underutilized (%) in 2021      |                   |       |       | N     | Y     | N     | N      | N     |      | N       | N     | N     | Y    | N     | N      | N      |      |            |
| Progress from 2018             |                   |       |       | N     | Y     | Y     | N      | N     |      | N       | N     | N     | Y    | Y     | N      | N      |      |            |

## Comparison of 2018 representation & goals versus 2021 representation and availability data

### 5 - Paraprofessionals (the group of 5 employees is statistically too small for analysis)

| Job Category               | Total Workforce<br>e | MALES |       |       |       |       |           |       |      | FEMALES |       |       |       |       |           |           |      | Tot<br>. Min. |
|----------------------------|----------------------|-------|-------|-------|-------|-------|-----------|-------|------|---------|-------|-------|-------|-------|-----------|-----------|------|---------------|
|                            |                      | All   | White | Black | His   | Asian | AI/A<br>N | NHOPI | 2+   | All     | White | Black | His   | Asian | AI/A<br>N | NHOP<br>I | 2+   |               |
| 6 - Administrative Support |                      |       |       |       |       |       |           |       |      |         |       |       |       |       |           |           |      |               |
| 2018 Workforce (#)         | 637                  | 287   | 27    | 239   | 15    | 4     | 2         | 0     | 0    | 350     | 9     | 323   | 13    | 4     | 1         | 0         | 0    | 601           |
| 2018 Workforce (%)         |                      | 45.1  | 4.2   | 37.5  | 2.4   | 0.6   | 0.3       | 0.0   | 0.0  | 54.9    | 1.4   | 50.7  | 2.0   | 0.6   | 0.2       | 0.0       | 0.0  | 94.3          |
| Availability (%) in 2018   |                      | 51.9  | 8.8   | 37.6  | 3.3   | 1.7   | 0.3       | 0.0   | 0.3  | 48.1    | 11.4  | 31.9  | 3.0   | 0.9   | 0.4       | 0.0       | 0.4  | 79.9          |
| Underutilized (%) in2018   |                      | 6.9   | 4.5   | 0.1   | 0.9   | 1.1   | 0.0       | 0.0   | 0.3  | -6.9    | 10.0  | -18.8 | 1.0   | 0.3   | 0.2       | 0.0       | 0.4  | -14.5         |
| 2021 Workforce #           | 498                  | 236   | 17    | 200   | 11    | 4     | 1         | 0     | 1    | 262     | 11    | 223   | 14    | 4     | 1         | 0         | 7    | 465           |
| 2021 Workforce %           |                      | 47.4% | 3.4%  | 40.2% | 2.2%  | 0.8%  | 0.2%      | 0.0%  | 0.0% | 52.6%   | 2.2%  | 44.8% | 2.8%  | 0.8%  | 0.2%      | 0.0%      | 1.4% | 93.4%         |
| National Availability (%)  |                      | 36.0% | 23.8% | 3.7%  | 5.6%  | 2.0%  | 0.1%      | 0.1%  | 0.1% | 64.0%   | 41.3% | 8.0%  | 10.0% | 2.8%  | 0.4%      | 0.0%      | 0.0% |               |
| Tri-state Availability (%) |                      | 35.4% | 21.4% | 8.0%  | 2.7%  | 2.3%  | 0.1%      | 0.0%  |      | 64.6%   | 37.6% | ####  | 4.5%  | 3.3%  | 0.2%      | 0.0%      |      |               |
| Underutilized in 2021      |                      |       |       | N     | Y     | Y     | N         | N     |      | Y       | Y     | N     | Y     | Y     | N         | N         |      |               |
| Progress from 2018         |                      |       |       | N     | N     | N     | N         | N     | Y    | N       | Y     | N     | Y     | N     | N         | N         | Y    |               |
| 7 - Skilled Craft Workers  |                      |       |       |       |       |       |           |       |      |         |       |       |       |       |           |           |      |               |
| 2018 Workforce (#)         | 2750                 | 2689  | 541   | 1689  | 149   | 292   | 17        | 0     | 1    | 61      | 7     | 49    | 1     | 3     | 1         | 0         | 0    | 2202          |
| 2018 Workforce (%)         |                      | 97.8  | 19.7  | 61.4  | 5.4   | 10.6  | 0.6       | 0.0   | 0.0  | 2.2     | 0.3   | 1.8   | 0.0   | 0.1   | 0.0       | 0.0       | 0.0  | 80.1          |
| Availability (%) in 2018   |                      | 96.4  | 26.7  | 53.7  | 6.3   | 8.8   | 0.6       | 0.0   | 0.2  | 3.5     | 0.5   | 2.7   | 0.1   | 0.1   | 0.0       | 0.0       | 0.0  | 72.7          |
| Underutilized (%) in2018   |                      | -1.3  | 7.0   | -7.7  | 0.9   | -1.8  | 0.0       | 0.0   | 0.2  | 1.2     | 0.2   | 0.9   | 0.1   | 0.0   | 0.0       | 0.0       | 0.0  | -7.3          |
| 2021 Workforce #           | 2905                 | 2823  | 489   | 1813  | 180   | 279   | 13        | 1     | 31   | 82      | 7     | 67    | 2     | 2     | 1         | 0         | 2    | 2391          |
| 2021 Workforce %           |                      | 97.2% | 16.8% | 62.4% | 6.2%  | 9.6%  | 0.4%      | 0.0%  | 1.1% | 2.8%    | 0.2%  | 2.3%  | 0.1%  | 0.1%  | 0.0%      | 0.0%      | 0.1% | 82.3%         |
| National Availability (%)  |                      | 92.4% | 59.4% | 6.2%  | 22.8% | 1.9%  | 0.6%      | 0.1%  | 0.0% | 7.6%    | 3.9%  | 0.9%  | 1.9%  | 0.6%  | 0.1%      | 0.0%      | 0.0% |               |
| Tri-state Availability (%) |                      | 93.1% | 55.6% | 14.3% | 19.4% | 2.2%  | 0.2%      | 0.0%  |      | 6.9%    | 3.3%  | 1.6%  | 1.4%  | 0.5%  | 0.0%      | 0.0%      |      |               |
| Underutilized in 2021      |                      |       |       | N     | Y     | N     | N         | N     |      | Y       | Y     | N     | N     | N     | N         | N         |      |               |
| Progress from 2018         |                      |       |       | N     | Y     | N     | N         | Y     | Y    | Y       | N     | Y     | Y     | N     | N         | N         | Y    |               |

## Comparison of 2018 representation & goals versus 2021 representation and availability data

| Job Category               | Total Workforce | MALES |       |       |        |       |        |       |      | FEMALES |       |       |        |       |        |        |      | Tot . Min. |
|----------------------------|-----------------|-------|-------|-------|--------|-------|--------|-------|------|---------|-------|-------|--------|-------|--------|--------|------|------------|
|                            |                 | All   | White | Black | His    | Asian | AI/A N | NHOPI | 2+   | All     | White | Black | His    | Asian | AI/A N | NHOP I | 2+   |            |
| 8 - Service-Maintenance    |                 |       |       |       |        |       |        |       |      |         |       |       |        |       |        |        |      |            |
| 2018 Workforce (#)         | 4562            | 3218  | 86    | 2949  | 125    | 42    | 13     | 0     | 3    | 1344    | 18    | 1274  | 38     | 8     | 5      | 0      | 1    | 4458       |
| 2018 Workforce (%)         |                 | 70.5  | 1.9   | 64.6  | 2.7    | 0.9   | 0.3    | 0.0   | 0.1  | 29.5    | 0.4   | 27.9  | 0.8    | 0.2   | 0.1    | 0.0    | 0.0  | 97.7       |
| Availability (%) in 2018   |                 | 68.8  | 17.5  | 42.3  | 6.4    | 1.5   | 0.4    | 0.1   | 0.5  | 31.2    | 9.0   | 19.1  | 2.3    | 0.3   | 0.2    | 0.0    | 0.3  | 73.4       |
| Underutilized (%) in2018   |                 | -1.7  | 15.7  | -22.3 | 3.7    | 0.6   | 0.1    | 0.1   | 0.5  | 1.7     | 8.6   | -8.8  | 1.4    | 0.1   | 0.1    | 0.0    | 0.3  | -24.3      |
| 2021 Workforce #           | 4772            | 3260  | 69    | 2955  | 141    | 37    | 14     | 2     | 26   | 1512    | 14    | 1404  | 48     | 6     | 8      | 2      | 21   | 4664       |
| 2021 Workforce %           |                 | 68.3% | 1.4%  | 61.9% | 3.0 %  | 0.8%  | 0.3%   | 0.0%  | 0.5% | 31.7 %  | 0.3%  | 29.4% | 1.0%   | 0.1%  | 0.2%   | 0.0%   | 0.4% | 97.7%      |
| National Availability (%)  |                 | 57.0% | 29.3% | 8.0%  | 15.6 % | 2.4%  | 0.4%   | 0.1%  | 0.0% | 43.0 %  | 22.3% | 6.9%  | 10.1 % | 2.3%  | 0.3%   | 0.1%   | 0.0% |            |
| Tri-state Availability (%) |                 | 54.7% | 24.6% | 17.1% | 9.1 %  | 2.6%  | 0.1%   | 0.0%  |      | 45.3 %  | 19.7% | ##### | 7.7%   | 2.8%  | 0.1%   | 0.0%   |      |            |
| Underutilized in 2021      |                 |       |       | N     | Y      | Y     | N      | N     |      | Y       | Y     | N     | Y      | Y     | N      | N      |      |            |
| Progress from 2018         |                 |       |       | N     | Y      | N     | Y      | Y     | Y    | Y       | N     | Y     | Y      | N     | Y      | Y      | Y    |            |

## **SECTION 5: SETTING OF PLACEMENT GOALS AND TIMETABLES**

Within the prior EEOP, Metro set goals based on the EEO-4 job categories and on job groups defined in Metro. Data to accurately update those goals set on job groups within the various EEO-4 job categories could not be effectively obtained nor availability calculate. Therefore, for the 2022-2025 EEOP, Metro is establishing goals based solely on EEO-4 job categories.

Based on the availability of the demographic groups in the EEO-4 job categories, Metro has percentage goals intended to reach parity for each of the under-represented groups in each EEO category within the term of the EEOP. Metro has established an incremental annual percentage placement goal whenever it found that minority and female representation within an EEO-4 job category was less than the estimated availability. In each case, the goal was set at the availability figure derived for women and minorities, as appropriate for that job category. These goals take into account the availability of basically qualified persons in the relevant labor areas.

Goals are not rigid and inflexible quotas which must be met, but are instead targets reasonably attainable by means of applying good faith efforts to make all aspects of the entire EEOP work. These goals will be reached primarily through recruiting and advertising to increase the pool of qualified minority and female applicants. Selections will occur only from among qualified applicants. Goals do not require the hiring of a person when there are no vacancies or the hiring of a person who is less likely to do well on the job ("less qualified") over a person more likely to do well on the job ("better qualified"), under valid selection procedures. Goals do not require that Metro hire a specified number of minorities or women.

A goal is a guidepost against which Metro can measure progress in remedying identified deficiencies in its workforce. By setting realistic goals, Metro should be able to make progress toward meeting the goals, assuming it conducts effective recruitment and advertising efforts to ensure an adequate pool of qualified minority and female applicants.

## 2022-2025 GOALS & TIMETABLES

| Goals                     |                  | Total Goal | 1st year | 2nd year | 3rd year |
|---------------------------|------------------|------------|----------|----------|----------|
| Officials& Administrators |                  |            |          |          |          |
|                           | Hispanic males   | 5.7%       | 1.9%     | 1.9%     | 1.9%     |
|                           | Females overall  | 42.0%      | 14.0%    | 14.0%    | 14.0%    |
|                           | Hispanic females | 4.3%       | 1.4%     | 1.4%     | 1.4%     |
| Professionals             |                  |            |          |          |          |
|                           | Females overall  | 56.1%      | 18.7%    | 18.7%    | 18.7%    |
|                           | Hispanic females | 5.0%       | 1.7%     | 1.7%     | 1.7%     |
|                           | Asian females    | 4.4%       | 1.5%     | 1.5%     | 1.5%     |
| Technicians               |                  |            |          |          |          |
|                           | Hispanic males   | 9.9%       | 3.3%     | 3.3%     | 3.3%     |
|                           | Asian males      | 2.7%       | 0.9%     | 0.9%     | 0.9%     |
|                           | Females overall  | 44.4%      | 14.8%    | 14.8%    | 14.8%    |
|                           | Black females    | 6.8%       | 2.3%     | 2.3%     | 2.3%     |
|                           | Hispanic females | 3.7%       | 1.2%     | 1.2%     | 1.2%     |
| Protective Service        |                  |            |          |          |          |
|                           | Black males      | 11.9%      | 4.0%     | 4.0%     | 4.0%     |
|                           | Hispanic females | 2.9%       | 1.0%     | 1.0%     | 1.0%     |
| Admin Support             |                  |            |          |          |          |
|                           | Hispanic males   | 5.6%       | 1.9%     | 1.9%     | 1.9%     |
|                           | Asian males      | 2.0%       | 0.7%     | 0.7%     | 0.7%     |
|                           | Hispanic females | 10.0%      | 3.3%     | 3.3%     | 3.3%     |
|                           | Asian females    | 2.8%       | 0.9%     | 0.9%     | 0.9%     |
| Skilled Craft             |                  |            |          |          |          |
|                           | Hispanic males   | 19.4%      | 6.5%     | 6.5%     | 6.5%     |
|                           | Females overall  | 6.9%       | 2.3%     | 2.3%     | 2.3%     |
| Service Maintenance       |                  |            |          |          |          |
|                           | Hispanic males   | 9.1%       | 3.0%     | 3.0%     | 3.0%     |
|                           | Asian males      | 2.6%       | 0.9%     | 0.9%     | 0.9%     |
|                           | Females overall  | 45.3%      | 15.1%    | 15.1%    | 15.1%    |
|                           | Hispanic females | 7.7%       | 2.6%     | 2.6%     | 2.6%     |
|                           | Asian females    | 2.8%       | 0.9%     | 0.9%     | 0.9%     |

## **SECTION 6: ASSESSMENT OF EMPLOYMENT PRACTICES**

Metro has engaged in assessment of the following employment practices over the period of the prior EEOP. The charts included reflect the comparative analyses of each of the employment practices.

### **Applicant Flow**

There were 229,049 applicants to job openings in 2019, with a decrease to 182,955 in 2020, and 163,491 in 2021. Representation of Hispanics in the applicant pool gradually increased to slightly higher than the representation of Hispanics in Metro's workforce. Representation of females in the applicant pool was consistently higher than the representation of females in Metro's workforce over the last three years of the prior EEOP. The chart below reflects the percentage of females and minorities over the three-year period comparatively

| Applicants   |       |       |       |
|--------------|-------|-------|-------|
|              | 2019  | 2020  | 2021  |
| % Females    | 33.3% | 32.1% | 31.4% |
|              |       |       |       |
| % Minorities | 85.9% | 85.4% | 86.4% |
|              |       |       |       |
| % Blacks     | 72.4% | 71.0% | 72.2% |
| % AI/AN      | 1.6%  | 1.0%  | 1.1%  |
| % Asian      | 4.3%  | 4.7%  | 4.2%  |
| % Hispanic   | 4.6%  | 4.8%  | 5.2%  |
| % NHOPI      | 0.4%  | 0.3%  | 0.3%  |
| % 2 or more  | 2.6%  | 3.6%  | 3.5%  |

### **New Hires**

There were 913 new hires who joined Metro's workforce in 2019, a lower number of 894 joined in 2020, and even fewer, 781 joined Metro in 2021. The percentage of females hired remained greater than the percentage representation in Metro's workforce in each year, even while gradually dropping. The percentage of Hispanics hired was greater than the representation of that ethnicity in Metro's workforce for 2019 and 2020 but equaled the representation of Hispanics authority-wide in 2021. Conversely, representation of Asians among new hires was at a lower percentage than in Metro's workforce in 2019 and 2020, while

mirroring Asian representation in the workforce in 2021. The chart below reflects the actual percentage of the demographic groups.

| New Hires    |       |       |       |
|--------------|-------|-------|-------|
|              | 2019  | 2020  | 2021  |
| % Females    | 33.0% | 35%   | 30%   |
|              |       |       |       |
| % Minorities | 86.3% | 81.9% | 81.6% |
|              |       |       |       |
| % Blacks     | 72.3% | 67%   | 68%   |
| % AI/AN      | 0.2%  | <1%   | <1%   |
| % Asian      | 4.6%  | 3%    | 5%    |
| % Hispanic   | 6.1%  | 7%    | 5%    |
| % NHOPI      |       |       |       |
| % 2 or more  | 3.1%  | 5%    | 4%    |

## Promotions

As previously noted above, employees may apply for opportunities that are posted in accordance with Metro's job posting policy and the terms and conditions of the collective bargaining agreements. These opportunities may involve lateral transfer and promotion with or without change in work location. All employees, including women and minorities, are encouraged to take advantage of the opportunity to apply. Selections are made based on knowledge, skills, and abilities and without regard to race, color, creed, religion, national origin, sex/gender, age, sexual orientation, physical or mental disability, veteran status or any other status protected by applicable federal laws. Metro's job descriptions, which are posted on the Human Capital intranet page, inform employees of the minimum qualifications and the knowledge, skills, and abilities that are needed to successfully compete for the position.

Promotions at Metro stayed fairly consistent in number with 1553 in 2019, 1597 in 2020, and 1524 in 2021. The percentage of females promoted has varied little and remains significantly less than the percentage representation of females in Metro's workforce. The percentage of minorities overall has remained nearly constant over the EEO period. Hispanics have been promoted at a continuing increasing rate over the three-year period, at a percentage higher than the representation of Hispanics in Metro's workforce. It should be noted, however, that promotions for white employees occurred consistently at a rate higher than the overall representation of that demographic group at 18.4% in 2019, 18% in 2020, and 17% in 2021.

| Promotions   |       |       |       |
|--------------|-------|-------|-------|
|              | 2019  | 2020  | 2021  |
| % Females    | 21.8% | 19%   | 20%   |
|              |       |       |       |
| % Minorities | 81.1% | 81.5% | 81.9% |
|              |       |       |       |
| % Blacks     | 66.1% | 66.0% | 66.0% |
| % AI/AN      | 0.5%  | <1%   | <1%   |
| % Asian      | 6.0%  | 5.0%  | 5.0%  |
| % Hispanic   | 7.5%  | 8.0%  | 9.0%  |
| % NHOPI      |       |       | <1%   |
| % 2 or more  | 2.0%  | 2.0%  | 2.0%  |

## Pro-active Activities & Accomplishments During the 2018-2021 EEOP

### 2018 Highlights

- Employment ads - DiversityComm (publishes nationally recognized diversity mags: Black EOE Journal, HISPANIC Network Magazine, Professional WOMAN's Magazine and Diversity in STEAM Magazine)
- Telemundo MetroMinute segments focused on promotion of MetroTrabajo employment value proposition to the Hispanic bilingual community
- Partnership with Hispanic Alliance For Career Enhancement (HACE) to promote professional employment for Latinas
- Promotion of Metro job opportunity through strategic partnership with Society of Hispanic Professional Engineers (SHPE)
- Established linkage between Montgomery College's English as second language (ESL) and Commercial Drivers License (CDL) programs as feeder for Metro's CDL positions
- Working group partnership with D.C. Workforce Investment Council to develop career pathways and sector strategies in transit
- MetroTrabajo Hispanic Recruitment Outreach and Employment Branding Strategy earned Metro two distinct national level honors, both of which are employer of choice firsts for WMATA
  - 2018 Top Employer for Hispanics
  - 2018 Top 50 Companies for Latinas by LATINA Style, Inc., placing 35<sup>th</sup> of 50 amongst Fortune 100 companies

## 2019 Highlights

- All Metro posted positions are automatically cross-posted on diversity-centric job boards
- Prospanica presented an award to the dedicated Senior Sourcing Officer for Diversity in efforts to recruit Latinos. An award was also received from Latina Style for recruiting Latinas
- Partnership with Hispanic Alliance For Career Enhancement (HACE) to promote professional employment for Latinos
- Metro attended multiple diversity career fairs hosted by organizations such as Latina Woman Gathering, Hispanic Latina Professional Association, National Association of Asian American Professionals
- Metro hosted over 13 career information sessions to include multiple bilingual sessions and an Asian Pacific Islander community session
- Metro employment branding and recruitment ads were featured both via social media and in print advertisement. Print ads included, El Tiempo Latino Powermeter 100 magazine, Diversity in Action magazine, Diversability magazine, and Professional Women magazine

## 2020 Highlights

- Talent Acquisition held a hiring event in February 2020 utilizing communication via radio and social media
- Advertisement in Professional Womens Magazine
- 2020 Campus Schedule to engage potential interns
  - Catholic University of America
  - Hampton University (HBCU)
  - University of Maryland Eastern Shore (HBCU)
  - University of Virginia
  - Virginia Commonwealth University
  - Virginia Technical
  - Virginia State University

## 2021 Highlights

- Engaged with the America Works of DC, District of Columbia Department of Employment Services, Virginia Department of Veterans Services
- Virtual Career Expo – Viqtory Media (veterans outreach)
- Virtual Statewide Job Fair through District of Columbia Department of Employment Services
- Loudon County Job Fair
- New Americans Job Fair – Maryland Workforce Exchange

- 2021 Hispanic Career Expo – Northern Virginia Hispanic Chamber of Commerce
- Employment partnership with Veterans Affairs
- Campus Interactions
  - Blue Ridge Community College
  - Northern Virginia Community College
  - Lincoln College of Technology

Metro has and will continue to ensure active recruitment efforts to support and supplement those of the Human Capital department, reaching all appropriate sources to obtain qualified employees on a nondiscriminatory basis. Efforts continue and are on-going to maintain contact with organizations representing minority groups, women, professional societies, and other sources of candidates for technical, professional and management level positions.

### **Internal Recruitment Sources and Strategies**

Internal recruitment is conducted through a job posting system. Represented positions are posted in accordance with applicable collective bargaining agreements. Most of Metro's non-represented vacancies are posted electronically on designated bulletin boards and are open for internal applicants for at least five (5) days. Metro is committed to the advancement of women and minorities in the workplace. There are a number of procedures in place to support that commitment, including:

*Transfer and Promotion Practices* - Employees may apply for opportunities that are posted in accordance with Metro's job posting policy and the terms and conditions of the collective bargaining agreements. These opportunities may involve lateral transfer and promotion with or without change in work location. All employees, including women and minorities, are encouraged to take advantage of the opportunity to apply. Selections are made based on knowledge, skills, and abilities and without regard to race, color, creed, religion, national origin, sex/gender, age, sexual orientation, physical or mental disability, veteran status or any other status protected by applicable federal laws.

Metro has adopted a focused approach embodying in the document shown below.



Washington  
Metropolitan Area  
Transit Authority

# M E M O R A N D U M

SUBJECT: Guidelines for Incorporating  
Diversity, Equity & Inclusion into  
Resource Engagement  
Processes

DATE: May 18, 2021

FROM: John T. Kuo, EVP IBOP

Sherri T. Dickerson, SVP/CHCO

Jan M. Bryant, Director FAIR

TO: All Hiring Managers and Contracting Officials

Metro is committed to incorporating diversity, equity and inclusion (DEI) principles into our everyday business practices. This memorandum provides guidance on how DEI principles should be integrated into hiring and procurement processes and is offered as guidance to supplement, but not supersede, existing Human Capital policies, particularly P/I 7.1.1/2 Equal Employment Opportunity and Affirmative Action, as well as P/I 7.2.2/1 Recruitment and Hiring. This guidance also supplements the Human Capital procedures and instructions.

## Diverse Evaluation Panels

Promoting fairness and inclusion through diverse evaluation and interview or technical review panels is recommended for mitigating the risk of unintended potential bias in hiring or contracting processes. Whether evaluating candidates or reviewing bids, you should strive to involve a diverse evaluation panel. In contracting, the panels are referred to as Technical Evaluation Teams (TET) and in Talent Acquisition, we refer to them as Interview Panels. This guidance applies equally to both types of evaluation panels.

Panels should be composed generally of three to five people who represent a different set of experiences and viewpoints. While it may not be possible to cover all perspectives, consider carefully who you select to be on the panel to ensure we have diversity of:

- Age/Generation
- Race/Ethnicity
- Gender
- Work Experience
  - o Field/Office
  - o Design/Construction
  - o Operations/Project/Business Support

Additionally, all panels should include at least one person from outside the hiring/project team. This could be an internal customer that will work with or be on a team with whom the candidate/firm will collaborate with. The inclusion of a representative from another team on your evaluation panel is an opportunity to build bridges to other groups and engage in more collaborative intra and inter-departmental teamwork.

#### **Minimum Experience Requirements**

Job Descriptions (JDs) and Scopes of Work (SOW) for consultant personnel set the minimum experience requirements candidates must meet to be considered for the role. Research has shown that certain experience requirements can inadvertently screen out qualified candidates before they are interviewed. Those involved in contracting and hiring processes, particularly those in leadership and managerial roles, should critically review job descriptions and scopes of work to determine if the stated essential minimum qualifications or mandatory requirements are essential, required or mandatory for the job.

The best guidance encourages critical thinking about each requirement and consideration of whether any credible candidates, for example people currently doing the role, may not meet that threshold. Setting the requirements at the minimum credible threshold and allowing the resume review, interview and technical evaluation processes to proceed will allow the best qualified candidates to rise.

#### **Job Requirements**

In the job requirements section of the Job Description (JD), or Job Description Questionnaire (JDQ) for new JDs, it specifies the physical requirements and essential functions of the job. Physical requirements and essential function parameters have been recognized as areas where "ideal" expectations may inadvertently rule out good candidates from consideration. Organizational best practices allow careful consideration of whether these requirements are necessary for the role.

#### **Marketing Statements**

Marketing statements are an effective way to capture the attention of job seekers and to draw them into considering Metro for employment. They should be written concisely, accurately reflect key elements of the role, and have an upbeat tone. Organizations committed to inclusion refrain from dispiriting language that could potentially turn off an applicant or list idealized requirements that could lead candidates to opt out of applying. Statements may be reviewed for qualifying pronouns like "he" or "she" and use the "successful candidate will" instead to be

most inclusive. HC can assist in reviewing such statements.

### **Team Assignments**

Sometimes to solve a major problem in the organization, we rely on teams to do a deep dive and come up with the solutions. Studies have shown that the more diverse the team, the better work product they produce. Including someone on the team that has different experiences can often challenge limited thinking or similar solutions that have been offered in the past.

Diversity and inclusion are very important and require everyone's participation to create a culture and team that reflects our values. Diversity and inclusion are core values at Metro and increasingly relevant because many job applicants look for employers who embrace these principles. We invite your feedback and ideas on how to continually improve the diversity of our team and the inclusiveness of our culture.

IBOP's Offices of Human Capital and Fair Practices are available to answer your questions and provide additional guidance/training to program managers as needed.

## **Discipline: Demotions, Suspensions, and Terminations**

Metro's disciplinary procedures are administered without regard to race, color, creed, religion, national origin, sex/gender, age, sexual orientation, physical or mental disability, veteran status or any other status protected by applicable federal laws or Metro policy.

Discipline at Metro is governed by policy and by negotiated labor agreements. Metro's Disciplinary Actions policy, revised on December 23, 2020, outlines guidelines and the case-by-case disciplinary process for non-represented employees. Metro's Separation From Employment policy, revised April 17, 2020, contains specific provisions for involuntary separation outlining the multi-departmental review required to involuntarily separate an employee. Metro's Compensation Management and Administration policy defines demotion as an action available to be taken as a disciplinary action for unsatisfactory job performance. The collective bargaining agreements with the Amalgamated Transit Union – Local 689, Teamsters Union – Local 922, and the Office and Professional Employees International – Local 2 contain guidelines for discipline imposed on represented employees.

The following records are maintained to monitor this area of the internal EEO program:

- On all terminations, including layoffs and discharges: indicate total number, name, (home address and phone number), employment date, termination date, recall rights, sex, racial/ethnic identification (by job category), type of termination and reason for termination.
- On all demotions: indicate total number, name, (home address and phone number), demotion date, sex, racial/ethnic identification (by job category), and reason for demotion.
- On all suspensions: indicate total number, name, (home address and phone number) suspensions days, sex, and racial/ethnic identification (by job category).

Demotions are among the disciplinary actions for which Metro maintains records electronically. There were few demotions in 2019 (15), 2020 (14) and 2021 (11). The chart below reflects the breakdown by gender and race/ethnicity.

| Demotions    |      |      |      |
|--------------|------|------|------|
|              | 2019 | 2020 | 2021 |
| % Females    | 40%  | 14%  | 36%  |
|              |      |      |      |
| % Minorities | 93%  | 93%  | 91%  |
| % Blacks     | 87%  | 86%  | 73%  |
| % AI/AN      |      |      |      |
| % Asian      |      | 7%   |      |
| % Hispanic   | 7%   |      | 9%   |

Suspensions are another disciplinary option. The chart below reflects the breakdown for the two last years of the EEOP period.

| Suspensions  |       |      |
|--------------|-------|------|
|              | 2020  | 2021 |
| % Females    | 27%   | 28%  |
|              |       |      |
| % Minorities | 95.5% | 93.9 |
| % Blacks     | 86%   | 87%  |
| % AI/AN      | 1%    | 1%   |
| % Asian      | 4%    | 1%   |
| % Hispanic   | 4%    | 4%   |
| % NHOPI      |       | <1%  |
| % 2 or more  | 1%    | 1%   |

### Involuntary Terminations

Metro's termination procedures are administered without regard to race, color, creed, religion, national origin, sex/gender, age, sexual orientation, physical or mental disability, veteran status or any other status protected by applicable federal laws or Metro policy.

Separations may be voluntary or involuntary. Voluntary reasons include early and normal retirement, personal reasons, resignation, death, health and medical reasons, family responsibilities, end of assignment, return to school, did not report for first day of work, dissatisfied with type of work, voluntary reassignment, other, and no reason given. There are a number of reasons for involuntary termination of employment with Metro. The reasons include accumulated accident record,

attendance, disciplinary, disability retirement, non-compliance with the employee assistance program, electronic device violation, end of probation time, internal recruitment, involuntary reassignment, failure to return from leave, staff reduction, tardiness, unsatisfactory attendance or violation of rules.

| Terminations |       |       |       |
|--------------|-------|-------|-------|
|              | 2019  | 2020  | 2021  |
| % Females    | 22.6% | 37.0% | 40%   |
| % Minorities | 90.6% | 94.0% | 89.2% |
| % Blacks     | 84.9% | 84.9% | 85%   |
| % AI/AN      |       |       |       |
| % Asian      | 1.9%  | 1.9%  | 1%    |
| % Hispanic   |       | 5.0%  | 4%    |
| % 2 or more  | 3.8%  | 3%    |       |

## Training

Metro has developed and has executed mandatory training for supervisors and managers about EEO principles, avoiding and prevention of sexual harassment, and ADA principles within the prior EEOP period. OEEO monitors compliance of new hires and promotees into management positions to complete these training components within 90 days of elevation.

Metro also offers a Tuition Reimbursement Program that is designed to increase skill competencies and aid in increasing an employee's career opportunities. Policy Instruction 7.6.3 outlines the *Tuition Assistance & Reimbursement Program*. Metro implemented an Employee Development policy which captures the processes available for employees to pursue training within and outside of Metro intended to enhance their career opportunities. Policy Instruction 7.6.1, *Employee Development Opportunities* provides the guidelines for participation in the Metro Career Development and Training Program. Metro will further undertake the following:

- Continue to require managers and supervisors to participate in EEO training covering the EEOP, the overall EEO program and the administration of the policies and procedures incorporated therein, and on Federal laws relating to EEO. More comprehensive monitoring by OEEO personnel for compliance by supervisory and managerial personnel will be undertaken.
- Continue to offer tuition reimbursement, to the extent possible, to aid in

increasing an employee's career opportunities.

- Provide training and education programs designed to provide opportunities for employees to advance in relation to the present and projected manpower needs of the agency and the employees' career goals.
- Review the profiles of training course participants to ensure that training opportunities are being offered to all eligible employees on an equal basis and to correct any inequities uncovered.

### **Other personnel actions**

Metro will do the following:

1. Provide information on EEO counseling and grievance procedures so that it is easily available to all employees.
2. Develop and implement a system for processing EEO complaints alleging discrimination. Develop and implement a system for processing grievances and appeals (i.e. disciplinary actions, adverse actions, adverse action appeals, etc).
3. Include in the performance appraisal system a factor to rate managers' and supervisors' performance in discharging the EEO program responsibilities assigned to them.
4. Going forward in this updated EEO Program Plan additional efforts will be undertaken to provide more input into the performance appraisal element on EEO program responsibilities and to conduct analysis of the more effective managers and supervisors with respect to performance of EEO program responsibilities. Review and monitor the performance appraisal program periodically to determine its objectivity and effectiveness.
5. Ensure the equal availability of employee benefits to all employees.

## **SECTION 7: MONITORING AND REPORTING**

Metro has engaged in a number of self-assessment activities. Self-evaluation requires complex record keeping systems on applicants, employees, and components of the EEOP itself. Metro maintains electronic record through its human resource information and payroll system from which periodic reports are generated and analyzed. The monitoring and reporting system periodically measures the effectiveness of its total affirmative action program. The Office of Equal Employment Opportunity (OEEO) of FAIR Practices does periodic reports and analyses.

Metro over the last two years of the prior EEOP worked interdepartmentally to develop a hiring and promotion concurrence process, which it tested for a 90-day period to evaluate Metro's selection processes and the implementation of its policies.

OEEO pulls data quarterly for analysis. This data is captured in the semi-annual reports to the General Manager at the end of the each calendar year (as of December 31) and each fiscal year (as of June 30).

The objective is to assess the results of past actions, trends, the appropriateness of goals and objectives, the appropriateness and relevancy of identified solutions to problems, and the adequacy of the Plan as a whole. In addition, a further objective is to identify the proper corrective actions to be made to all components.

The records that are maintained are the basis for updating the EEOP, including revising the availability data and establishing annual numerical goals. The internal monitoring and reporting system is used as the basis for evaluating systemic, results-oriented programs and affirmative action efforts.

The monitoring and reporting system periodically measures the effectiveness of its total affirmative action program. The Office of Equal Employment Opportunity (OEEO) of FAIR Practices:

1. Monitors records of all personnel activity, including referrals, placements, transfers, promotions, terminations, and compensation, at all levels to ensure the nondiscriminatory policy is carried out and union contracts do not result in disparate impact;

2. Engages in internal reporting on a scheduled basis as to the degree to which equal employment opportunity and organizational objectives are attained;
3. The EEO Officer meets with the GM/CEO at least on a semi-annual basis to report program effectiveness, underutilization, and recommendations for improvement.
4. Advises top management of program effectiveness and makes recommendations to improve unsatisfactory performance.
5. Works with Procurement to collect EEOPs from contractors meeting the EEO Circular threshold, and reviews contractor EEOPs for compliance.
6. Works with Labor Relations to ensure that OEEO will be included in the review of union contracts to ensure there is not disparate impact.
7. The EEO Officer together with Senior Civil Rights Specialists, management and supervisors are responsible for ensuring that the EEO Complaint procedures are appropriately carried out.

## **CHAPTER 8: EEO COMPLAINT PROCEDURE**

Metro has an internal complaint policy and procedure whereby employees and applicants may process allegations of discrimination to an impartial body without fear of reprisal. Metro's complaint procedures are included in Policy Instruction 7.1.1/3 *Equal Employment Opportunity and Affirmative Action*. Metro's EEO Officer together with Senior Civil Rights Specialists, management and supervisors are responsible for ensuring that the procedures are appropriately carried out. The procedure provides prohibition of retaliation or reprisals against complainants or Metro employees involved in processing complaints, with appropriate disciplinary measures for officials found to have taken reprisal and/or retaliatory actions. A record of investigations is maintained in an electronic database. OEEO conducts regular reporting and analysis of complaints to identify trends and to develop strategies to address impermissible conduct in the workplace.

### **Testing**

Metro administers approximately 50 pre-employment and 150 promotional tests, which are either written or practical assessments, to determine whether an applicant or employee has the knowledge and skills necessary to successfully perform the position.

Metro is in the process of reviewing its tests to ensure that they are job-related and consistent with business necessity and do not unnecessarily screen out applicants. As part of its review, our Human Capital department has collected the tests, has met with Senior Leadership, and in conjunction with Senior Leadership, will implement a plan that ensures that tests accurately assess whether applicants can successfully perform the prospective position.

### **Seniority Practices**

#### **Represented Employees (Seniority and Promotions)**

Metro's seniority and promotion procedures for represented employees are administered without regard to race, color, creed, religion, national origin, sex/gender, age, sexual orientation, physical or mental disability, veteran status or any other status protected by applicable federal laws or Metro policy. Metro's five union CBAs all have bona fide seniority provisions.

Approximately 80% of Metro employees are currently represented by one of five

labor unions. These unions are:

Amalgamated Transit Union, Local 689  
Teamsters Local 922  
Teamsters Local 639  
OPEIU, Local 2  
Fraternal Order of Police

According to the Metro Compact, these collective bargaining agreements (CBAs) remain in effect upon expiration of the CBA until a new CBA becomes effective, either through collective bargaining or binding interest arbitration.

The general criteria for seniority among employees of the Washington Metropolitan Area Transit Authority is based on the total length of continuous service with the Authority from the original date of hire by the Authority. The Authority periodically prepares and maintains the seniority lists from its existing personnel records and provides copies to the several unions for their changes and corrections. Copies are posted and distributed so that employees may correct any errors posted.

A Seniority section is included in all of the CBAs. Generally, “Authority” seniority is measured from date of hire and is used for wage and benefit determinations. “Department” seniority, and in some cases “classification” seniority, is generally recognized for selecting work and bidding time off (e.g., vacation) within the department or, as necessary, down to job classification level. Where relevant, for example in transfer or bidding into and within the skilled positions, fitness and ability will be factors. However, it should be noted that within the “Operating Department” (primarily includes Bus Operators, Train Operators and Station Managers) of the ATU collective bargaining agreement, fitness and ability are factors when transferring within this single seniority unit recognizing that the transferring employees must meet the specific qualifications of the actual position they are seeking (e.g., Bus Operators must maintain a commercial drivers’ license, but Train Operators and Station Managers do not need a valid CDL).

The Local 689 collective bargaining agreement further provides that an employee who leaves the coverage of this collective bargaining agreement, may retain his or her seniority indefinitely for coming back to the seniority unit, and if the employee continues to pay union dues, he or she will continue to accrue department seniority.

## **Promotions: Collective Bargaining Agreements exclusive of Local 2**

In the ATU CBA, vacancies or new jobs must be posted on Authority bulletin boards for at least ten working days. Job postings include: job title, grade and a description of the duties, responsibilities, necessary skills required for the position and whether the vacancy will be carried as a regular or temporary appointment status.

Special Police Officers (L639) do not have a promotion track, only Step Increases.

FOP has a promotion track (P0-1, PO-2, and P-03).

Locals 689 and 922 have promotional information embedded in each non-operating seniority section.

## **Compensation and Benefits**

Metro's compensation program is designed to be internally equitable and externally competitive and is administered without regard to race, color, creed, religion, national origin, sex/gender, age, sexual orientation, physical or mental disability, veteran status or any other status protected by applicable federal laws or Metro policy.

Policy Instruction 7.5.1, *Compensation Management and Administration* provides guidelines for Metro's compensation programs. Rates of pay and/or salary ranges are established for all members represented by a collective bargaining agreement (Local 922, Local 689, Local 2, Locals 639, and FOP) and non-represented employees. Each collective bargaining agreement states the terms of employment for the applicable unit. Metro's compensation department conducts periodic, comprehensive analyses of the salary structure that considers compression, equity, performance, and salary ranges.

Metro also offers a full range of benefits including health insurance, vision and dental care, prescription drug benefit, life insurance, long term disability insurance, retirement benefit plan, deferred compensation and paid time off. These benefits are also offered without regard to race, color, creed, religion, national origin, sex/gender, age, sexual orientation, physical or mental disability, veteran status, or any other status protected by applicable federal laws.

## **LIST OF SUPPORTING ATTACHMENTS**

1. Washington Metropolitan Area Transit Authority Organization Chart
2. Equal Employment Opportunity and Affirmative Action Policy
3. Anti-Harassment Policy
4. Recruitment and Hiring Policy
5. Employee Development Opportunities
6. Compensation Management and Administration Policy
7. Disciplinary Actions Policy
8. Separation from Employment Policy
9. Excerpt from CBA with Local 2 on discipline
10. Excerpt from CBA with Local 689 on discipline
11. FTA Adverse Impact Analyses