

Diversity, Equity & Inclusion (DEI)

Summary of Strategic Programs for Board of Directors
Jabes Rojas, Assistant General Manager for DEI
MBTA
December 2022



DEI Programming Introduced or Revamped in CY21 and Operational in CY22-CY23



New DEI Leadership and Governance

- ODCR & DEI
- DEI Executive Council
- DEI Employees Advisory

Personnel Programs

- DEI Toolkit 1.0 Pilot Programs
- DEI Leadership Training for GM and 60 Executives
- GM's DEI Listening Sessions
- DEI in All Staff Survey
- Employees Resource Groups
- Mentorship Program Pilot
- Performance Management KPIS included DEI

State Funds Supplier Diversity Programs

- Supplier Diversity Governance Committee
- Procurements for Goods & Services @ 25% DEI selection criteria
- Capital's Professional Services @ 25% DEI selection criteria

DEI Programming in Development for CY22-CY23



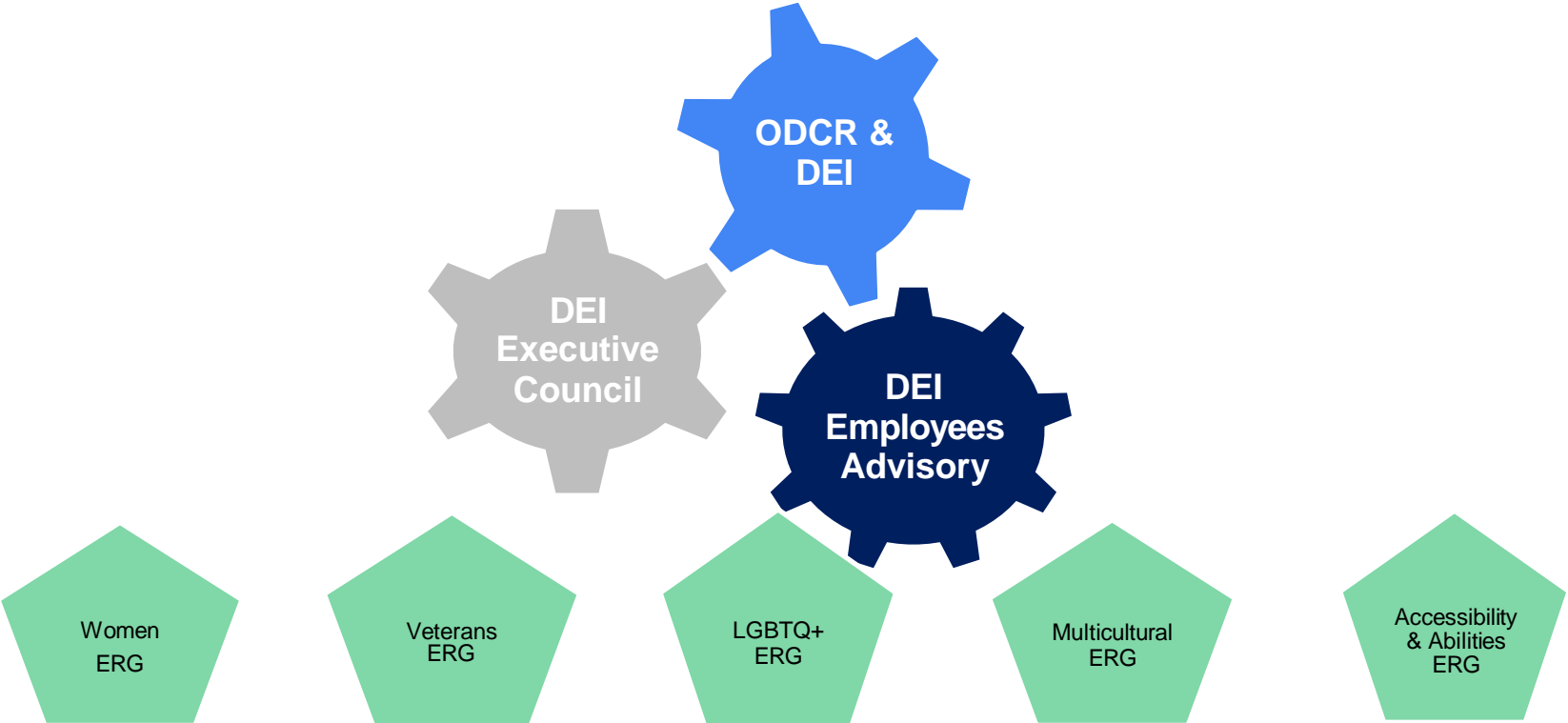
State Funds Supplier Diversity Programs

- Launching Capital's Small Business Program
- Launching Goods & Services Small Business Program
- Laying Groundwork for Disparity Study

Personnel Programs

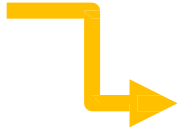
- Rollout DEI Toolkit 2.0 and Toolkit 3.0
- Introduce and Promote Use of Employees Concerns Hotline
- Rollout DEI Training Program for ~1,500+ Managers and Supervisors
- Introduce LMS expanded DEI Library for ~6,500+ All Staff

New Evergreen Ecosystem of DEI Leadership and Employee Engagement



New DEI Related Trainings 2022-2024

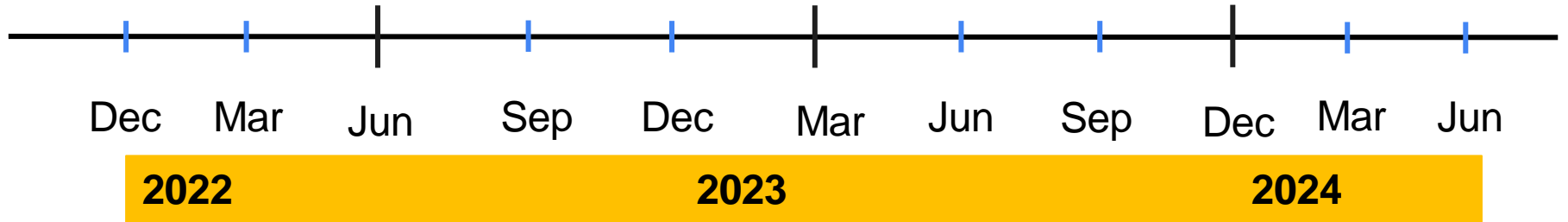
GM & 60+ Executives
via external vendor



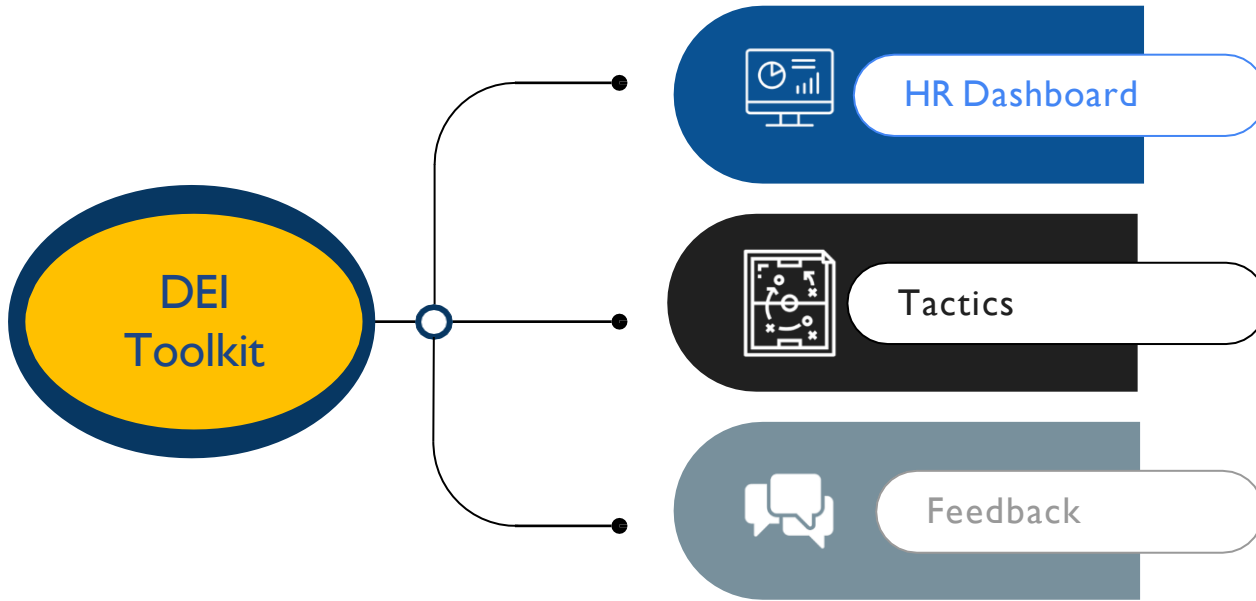
~1,500+ Managers & Supervisors
via external vendors



~6,500+ All Staff
via new Learning Hub Library



DEI Toolkit Program



Demographic dashboards of recent candidates and current teams by department, functional area and agency

Implementable tactics for departments to foster diversity, equity & inclusion

Provide input, feedback and suggestions on DEI Toolkit

DEI Toolkit Pilots 1.0 -- 2.0 -- 3.0

Operations



Steve Hicks
Vehicle Maintenance
~900 FTEs

Joe Cheever
Engineering
~800 FTEs

Michelle Steihler
Paratransit
~25 FTEs

Capital



Chris Brennan
Capital Support
~100 FTEs

Katie Choe
Capital Delivery
~75 FTEs

Angel Pena
Transformation
~50 FTEs

Administration



Jeff Cook
Procurement
~50 FTEs

Mary Ann O'Hara
Finance
~50 FTEs

John Glennon
IT
~100 FTEs

Be heard. Report a concern or issue.



Safety Hotline
617-222-SAFE (7233)
safetynotification@mbta.com

The MBTA's Safety Hotline is available for 24-hour confidential reporting of safety concerns, suggestions, and hazards with the potential to cause injury or death, damage to MBTA facilities and assets, or service-related impacts.



Employee Concerns Hotline
617-222-MBTA (6282)
MBTA.ethicspoint.com

The Employee Concerns Hotline is an anonymous reporting resource available for all issues regarding employee relations, fraud, ethics violations, falsification of attendance records, harassment and discrimination.

Employee Concerns Hotline

- ✓ Available 24 x 7, 365 days a year in various languages.
- ✓ Call 617-222-MBTA (6282) or submit report via mbta.ethicspoint.com.
- ✓ Allows for confidential or anonymous reporting from any MBTA employee.
- ✓ Types of reporting include issues or concerns related to employee relations, fraud, ethics violations, harassment, or discrimination.
- ✓ The Employee Concerns Hotline is paired alongside the Safety Hotline available to all employees.
- ✓ Working group and resolution hubs include HR, Legal, ODCR, LR, Safety





Massachusetts Bay Transportation Authority

FY22 State Funds Supplier Diversity Report

**Executive Summary for Board of Directors
December 2022**



FY22 PERFORMANCE & FY23 LOOK AHEAD

This report provides you with the aggregate summary of state-funded non-federal supplier diversity spend, as well as a breakdown of state-funded supplier diversity spend by Procurement Goods and Services and Capital Programs, our two main departments at the MBTA who convene purchasing and contracting. We utilized FY2019, FY2020 and FY2021 to establish a 3-year baseline benchmark average from which to begin to measure our performance starting with FY2022. As an aggregate for state-funded non-federal purchases and contracting, the MBTA spent \$80M or 5.2% in FY2022, which is an increase from our 3-year baseline benchmark of \$51M or 3.8%.

Motivated by the recent traction and potential upside of the program, we are determined to build this new initiative. As we shift into year two in FY2023 and beyond of this new program, we aim to continue to grow year-over-year and expedite the scope and reach of the program. A few items stand out for our path forward:

- Continuing to have Executive and Board support
- Adding more dedicated resources to manage and grow the program
- More outreach, trainings and convenings with contractors, consultants, suppliers, vendors
- Strengthening our monitoring and tracking of performance with ODCR leading the way
- Further development of opportunities for diverse firms to compete and win prime contracts
- Rolling out a multi-year Disparity Study for Goods & Services and Design & Construction



FY22 STATE FUNDS SUPPLIER DIVERSITY PROGRAM GOALS

As presented to FMCB Board in 2021 and to the current PWDC Board Subcommittee in early 2022

Our primary goal of the state-funded supplier diversity program is to introduce and ramp up the supplier diversity program for Goods & Services (in Procurements) and Design & Construction (in Capital Programs) for state funded non-federal operating and capital spend:

- Q3-Q4 FY21 assessments, planning and readiness + Board approval
- FY2022 program introduction and ramp-up
- FY2023 expansions and supporting for sustained growth

Our second goal is to introduce and increase the weight afforded to RFP diversity plans as key components of the evaluation criteria, as is permitted by law and informed by best practices on state supplier diversity:

- 25% diversity plans criteria weight afforded to RFPs in selection process starting in FY2022
- Plan and implement a small business program for Goods & Services and Design & Construction





MBTA
Total Spend*
(FY22)
(State Only)

\$1,545.0M

DEI Spend Rate
(FY22)

5.2%

• FY22 YTD MBTA-Wide annual spend with Diverse Vendors (DEI) against all other Capital & Operational spend results in a 5.2% diversity spend rate.

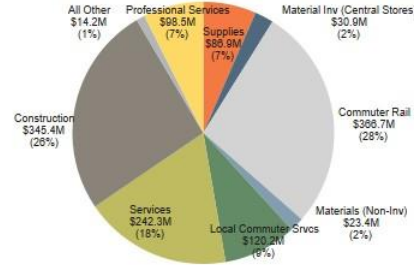
MBTA FY22 Diversity Spend

	Benchmark (FY19-21)	FY22
Diversity Spend Opportunity	\$1,328.6M	\$1,545.0M
DEI Spend (Primes)	\$22.6M	\$26.3M
DEI Spend (Subs)	\$28.5M	\$53.9M
Total Diversity Spend	\$51.1M	\$80.3M
Diversity %	3.8%	5.2%

MBTA Vendor Diversity Operational Spend By Certification **

	FY22	FY22
Opportunity Spend \$	\$1,545.0M	
WBE Spend	\$38.25M	Single Cert 69
WBE %	2.5%	Multi-Cert 91
WBE Vendor Count	91	Total \$80.3M
DBE Spend	\$44.4M	160
DBE %	2.9%	
DBE Vendor Count	108	
MBE Spend	\$32.3M	
MBE %	2.1%	
MBE Vendor Count	41	
MBE/WBE Spend	\$9.5M	
MBE/WBE %	0.6%	
MBE/WBE Vendor Count	26	
VBE Spend	\$0.3M	
VBE %	0.0%	
VBE Vendor Count	3	
SDVOBE Spend	\$0.3M	
SDVOBE %	0.0%	
SDVOBE Vendor Count	2	
LGBTBE Spend	\$0.0M	
LGBTBE %	0.0%	
LGBTBE Vendor Count	0	
DOBE Spend	\$0.00M	
DOBE %	0.0%	
DOBE Vendor Count	0	

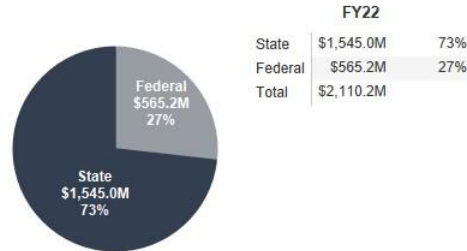
MBTA State Spend FY22



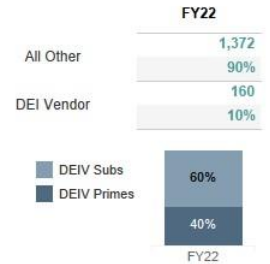
Spend Benchmark
(MBTA Spend)

	FY22
All Other	\$6.8M
Commuter Rail	\$419.3M
Construction	\$447.1M
Local Commuter Svcs	\$115.4M
Material Inv (Central Stores)	\$26.5M
Materials (Non-Inv)	\$36.9M
Professional Services	\$144.9M
Services	\$260.6M
Supplies	\$87.4M
Annual Avg \$	\$1,545.0M

MBTA State vs Federal Spend



MBTA Vendor Count



Business Enterprise (BE) Categories:

DBE: Disadvantaged Business Enterprise
LGBT: Lesbian, Gay, Bisexual, Transgender

MBE: Minority owned
VBE: Veteran owned.

DOBE: Disability-owned

* Total Spend excludes certain categories such as financial services, employee wages, utilities and settlements.

** Note: Vendors with multiple certifications will be counted in each category they are certified in. (i.e. a Minority, Veteran owned would count in both.)

MBTA Benchmark Diversity Scorecard FY 19-21 (State Only)



MBTA
Total Spend
Benchmark FY 19-21
(State Only)

\$1,328.6M

DEI Spend Rate
Benchmark FY 19-21

3.8%

MBTA Benchmark FY 19-21 Diversity Spend

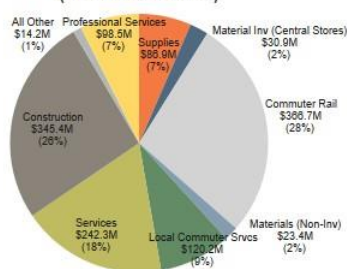
	FY19	FY20	FY21	Benchmark (FY19-21)
Diversity Spend Opportunity	\$1,004.9M	\$1,362.4M	\$1,618.7M	\$1,328.6M
DEI Spend (Primes)	\$16.2M	\$21.8M	\$29.8M	\$22.6M
DEI Spend (Subs)	\$21.1M	\$24.8M	\$39.6M	\$28.5M
Total Diversity Spend	\$37.3M	\$46.6M	\$69.4M	\$51.1M
Diversity %	3.7%	3.4%	4.3%	3.8%

MBTA Vendor Diversity Operational Spend By Certification **

	FY19	FY20	FY21	Benchmark (FY19-21)
Opportunity Spend \$	\$1,004.9M	\$1,362.4M	\$1,618.7M	\$1,328.6M
WBE Spend	\$18.70M	\$25.86M	\$36.02M	\$26.86M
WBE %	1.9%	1.9%	2.2%	2.0%
WBE Vendor Count	72	78	82	77
DBE Spend	\$19.3M	\$25.0M	\$40.0M	\$28.1M
DBE %	1.9%	1.8%	2.5%	2.1%
DBE Vendor Count	78	83	92	84
MBE Spend	\$15.1M	\$14.3M	\$20.5M	\$16.7M
MBE %	1.5%	1.1%	1.3%	1.3%
MBE Vendor Count	42	40	37	40
MBE/WBE Spend	\$2.3M	\$3.3M	\$7.5M	\$4.4M
MBE/WBE %	0.2%	0.2%	0.5%	0.3%
MBE/WBE Vendor Count	16	19	26	20
VBE Spend	\$0.3M	\$0.4M	\$0.4M	\$0.3M
VBE %	0.0%	0.0%	0.0%	0.0%
VBE Vendor Count	2	3	3	3
SDVOBE Spend	\$0.0M	\$0.0M	\$0.0M	\$0.0M
SDVOBE %	0.0%	0.0%	0.0%	0.0%
SDVOBE Vendor Count	1	1	1	1
LGBTBE Spend	\$0.0M	\$0.0M	\$0.0M	\$0.0M
LGBTBE %	0.0%	0.0%	0.0%	0.0%
LGBTBE Vendor Count	0	0	0	0
DOBE Spend	\$0.0M	\$0.0M	\$0.0M	\$0.0M
DOBE %	0.0%	0.0%	0.0%	0.0%
DOBE Vendor Count	0	0	0	0

	Benchmark FY (19-21)
Single Cert	\$28.2M 67
Multi-Cert	\$22.9M 73

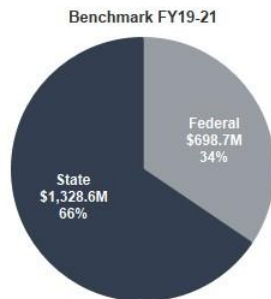
MBTA State Spend (Benchmark FY19-21)



Spend Benchmark (MBTA Spend)

	MBTA FY			Benchmark (FY19-21)
	FY19	FY20	FY21	
All Other	\$27.1M	\$10.5M	\$5.1M	\$14.2M
Commuter Rail	\$330.7M	\$374.4M	\$394.9M	\$366.7M
Construction	\$172.2M	\$326.9M	\$537.2M	\$345.4M
Local Commuter Svcs	\$128.8M	\$126.3M	\$105.4M	\$120.2M
Material Inv (Central Stores)	\$34.5M	\$30.6M	\$27.5M	\$30.9M
Materials (Non-Inv)	\$14.6M	\$28.2M	\$27.5M	\$23.4M
Professional Services	\$52.7M	\$95.2M	\$147.7M	\$98.5M
Services	\$178.9M	\$253.5M	\$294.5M	\$242.3M
Supplies	\$65.2M	\$116.7M	\$78.8M	\$86.9M
Annual Avg \$	\$1,004.9M	\$1,362.4M	\$1,618.7M	\$1,328.6M

MBTA State vs Federal Spend



MBTA Vendor Count

	FY19	FY20	FY21	FY19-21 Avg
All Other	1,455	1,510	1,374	1,446
DEI Vendor	92%	91%	90%	92%
DEI	133	142	146	140
Vendor	8%	9%	10%	8%



Business Enterprise (BE) Categories:

DBE: Disadvantaged Business Enterprise
LBGT: Lesbian, Gay, Bisexual, Transgender
SDVOBE: Service-Disabled Veteran owned

MBE: Minority owned
VBE: Veteran owned
WBE: Women owned

DOBE: Disability-owned

** Note: Vendors with multiple certifications will be counted in each category they are certified in. (i.e. a Minority, Veteran owned would count in both.)



**Massachusetts Bay
Transportation Authority**

Disadvantaged Business Enterprises Program

December 15, 2022



United States Congress Authorization of Funding for the DBE Program

Authorization

- In 1983, US Congress enacted the first Disadvantaged Business Enterprises (DBE) program.
- The DBE program was reauthorized by Congress on January 6, 2015 providing Federal funds for “Fixing America’s Surface Transportation” (FAST Act).

Existence of Discrimination

- Congress has found that “discrimination and related barriers continue to pose significant obstacles for minority- and women-owned businesses in federally assisted surface transportation market across the United States.”
- Congress has ruled that the continuing barriers...merit the continuation of the Disadvantaged Business Enterprise program m



What is the DBE Program?

Description

- Federal program required under 49 CFR Part 26
- DBEs are businesses owned by socially and economically disadvantaged individuals
- To be eligible a firm must be a small business with 51% owned and controlled by socially and economically disadvantaged individuals
- As a recipient of Federal funds, the MBTA must have a program. Not a quota program; goals based on good faith efforts

Objectives

- Remedy discrimination in contracting
- Create a level playing field for fair competition
- Help firms to eventually compete outside program



Reporting Areas Covered and MBTA Goals

MBTA DBE Goal and Attainments for reporting period

1. Prime and Subprime Awards and Commitments for reporting period
2. Demographics of DBE awards
3. Payments made this period

Throughout the presentation we will be referring to specific sections of the Uniform Report of DBE Awards and Commitments

THE MBTA DBE GOAL FOR THE FEDERAL FY PERIOD OF
2022-2025 is 20%.

THE MBTA DBE ACHIEVEMENT FOR THE FEDERAL FY2022-23
is 23.49%.



Awards/Commitments Made During this Reporting Period

	Total Dollars	Total Number	Total \$ to DBEs	Total # to DBEs	Total \$ to DBEs/Race Conscious	Total # to DBEs/Race Conscious	Total \$ to DBEs/Race Neutral	Total # to DBEs/Race Neutral	% Total \$ to DBEs
Prime Contracts Awarded	\$171,312,212	138	\$370,400	7	\$0	0	\$370,400	7	0.22%
Subcontracts Awarded/Committed	\$147,622,327	237	\$40,199,786	140	\$39,951,895	135	\$247,891	5	27.23%
Total			\$40,570,186	147	\$39,951,895	135	\$618,291	9	23.68%

DBE Payment Demographics

	Total \$ to DBE – Women	Total \$ to DBE – Men	Total \$ to DBE	Total # to DBE – Women	Total # to DBE – Men	Total # to DBE
Black American	\$0	\$4,805,309	\$4,805,309	0	19	19
Hispanic American	\$123,286	\$2,048,758	\$2,172,044	2	8	10
Native American	\$0	\$0	\$0	0	0	0
Asian-Pacific American	\$12,471,727	\$10,399,224	\$22,870,968	5	23	28
Subcontinent Asian American	\$0	\$255,329	\$255,329	0	4	4
Non-minority American	\$9,850,636	\$615,900	\$10,466,536	84	2	86
Total	\$22,445,649	\$18,124,537	\$40,570,186	91	56	147

Payments

Payments for Ongoing Contracts

	Total Number of Contracts	Total Dollars Paid	Total Number of Contracts with DBEs	Total Payments to DBE Firms	Total Number of DBE Firms Paid	Percent to DBEs
Prime and subcontracts currently in progress	295	\$334,762,695	152	\$43,248,212	138	12.92%

Actual Payments On Contracts Completed This Reporting Period

	Number of Prime Contracts Completed	Total Dollar Value of Prime Contracts Completed	DBE Participation Needed to Meet Goals (dollars)	Total DBE Participation (dollars)	Percentage of Total DBE Participation
Race Conscious	9	\$35,758,923	\$6,175,960	\$8,198,646	22.93%
Race Neutral	23	\$1,913,877		\$975,949	50.99%
Totals	32	\$37,672,800		\$9,174,595	24.35%



**Massachusetts Bay
Transportation Authority**

Equal Employment Opportunities Program

December 15, 2022



EEO Program of Record

The Equal Employment Opportunities (EEO) Program was developed and implemented as required by state and federal law:

CIVIL RIGHTS ACT of 1964 (42 U.S.C. 2000d et seq.) AMERICANS WITH DISABILITIES ACT (ADA)

M.G.L. c. 151B (Unlawful Discrimination Because Of Race, Color, Religious Creed, National Origin, Ancestry Or Sex), FTA's EEO Circular (4704.1A).

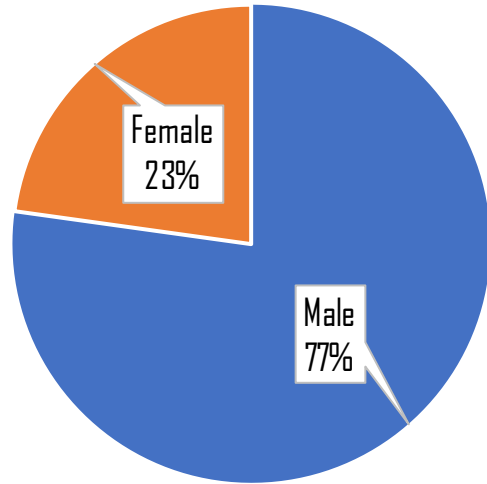
The FTA/FHWA requires Office of Diversity & Civil Rights (ODCR) to describe frequency and results of:

- Meetings held with the Secretary-CEO and GM
- Reports on the progress of the EEO Program
- Results of the monitoring (e.g., hiring, promotions, complaints).
- EEO-related meetings held with management, including topics covered and follow-up actions
- Meetings with human resources to review EEO goals and statistics on employment practices and policies (e.g., legitimate position requirements; validated testing).

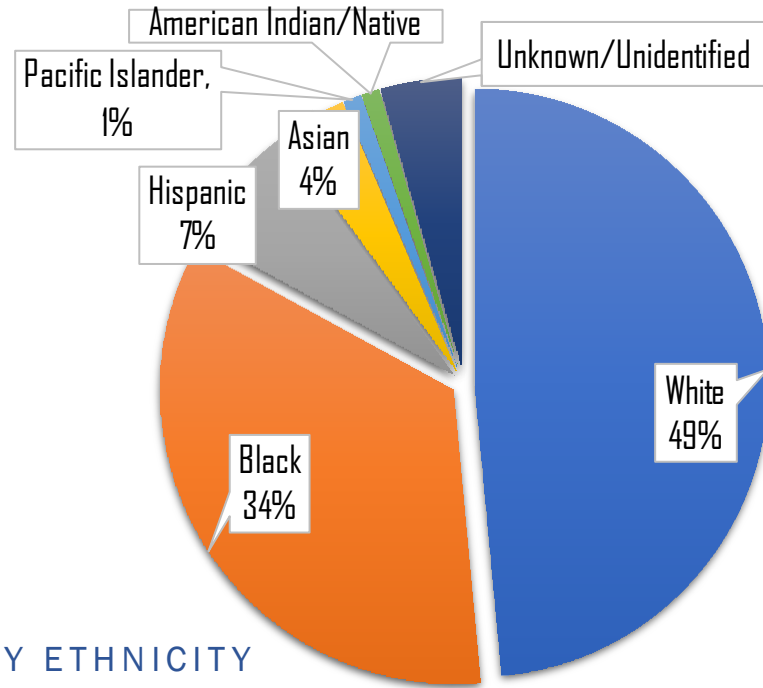


Current Workforce Demographics

6 410 TOTAL EMPLOYEES



BY GENDER

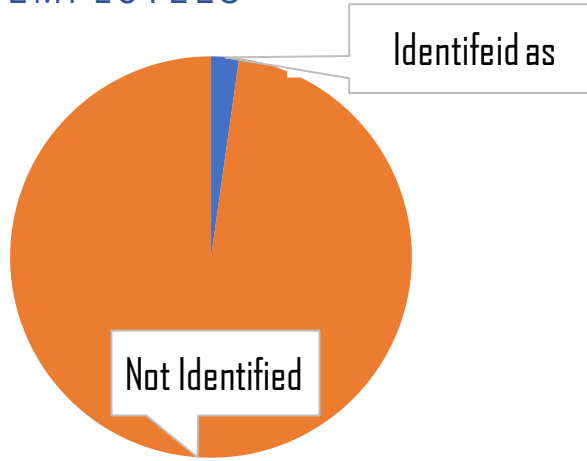


BY ETHNICITY

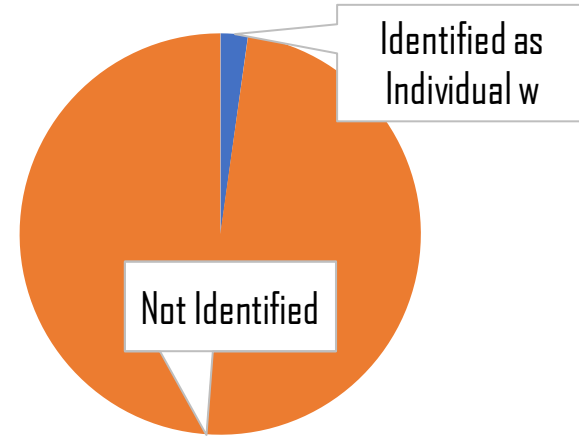


Current Workforce Demographics

6410 TOTAL EMPLOYEES



VETERAN STATUS



DISABILITY STATUS



MBTA Workforce by the Numbers

This report applies strictly to the 07/01/2022-09/30/2022 reporting period.
For the MBTA, we generate data from Commonwealth Information Warehouse (CIW).

Race/Ethnicity Breakdown						
Female						
White	Black	Hispanic	Asian	NHPI	AI / AN	U
501	737	121	43	1	14	62
Male						
White	Black	Hispanic	Asian	NHPI	AI / AN	U
2601	1508	341	211	5	19	246
Total						
White	Black	Hispanic	Asian	NHPI	AI / AN	U
3102	2245	462	254	6	33	308

MBTA- HRAAP Goal Attainment Chart

The purpose of this information is the development of recruitment strategies to ensure the MBTA has diverse pools of qualified applicants in the areas needed to achieve parity with workforce availability.

Agency - MBTA As of 9/30/2022 Report from 7/1/2022 To 9/30/2022

HRAAP Goal Attainment Chart Green - met or exceeded | Yellow - progress towards goal | Red - no progress

Job Category	Male										Female								PwD	Vet	Unk Gndr
	Total Work Force	Total	White	Black	Hisp	Asian	NHPI	AI/AN	Unk	Total	White	Black	Hisp	Asian	NHPI	AI/AN	Unk				
Total Work Force	6410	4931 76.9%	2601 40.6%	1508 23.5%	341 5.3%	211 3.3%	5 0.1%	19 0.3%	246 3.8%	1479 23.1%	501 7.8%	737 11.5%	121 1.9%	43 0.7%	1 0.0%	14 0.2%	62 1.0%	156 2.4%	6410 100.0%	0	
Officials and Administrators	1391	1019	0/66	0/23	0/3	5/6	0/0	0/0	0/4	372	85/20	0/19	0/6	8/3	0/0	0/1	0/3	5/13	15/4	0/1	
Professionals	470	290	0/18	0/2	0/0	0/2	0/0	0/0	0/0	180	30/9	0/7	0/1	3/1	0/0	0/0	0/1	7/1	6/0	0/0	
Technicians	221	155	0/11	0/3	1/2	0/1	0/0	0/0	0/4	66	13/2	0/7	2/4	3/0	0/0	0/0	0/0	4/2	2/3	0/0	
Protective Service:Sworn	172	150	0/4	0/4	0/4	0/0	0/0	0/0	0/10	22	1/1	0/0	0/1	0/0	0/0	0/0	0/1	1/5	0/2	0/1	
Protective Service:Non-Sworn	28	17	0/0	0/0	1/0	0/0	0/0	0/0	0/1	11	3/2	0/0	0/0	0/0	0/0	0/0	0/0	1/0	1/0	0/0	
Administrative Support	65	21	0/6	0/0	0/0	0/2	0/1	0/0	0/0	44	2/3	0/1	0/0	0/1	0/0	0/0	0/0	1/0	2/0	0/1	
Skilled Craft	1104	1063	0/35	0/5	12/2	0/1	0/0	0/0	0/0	41	7/1	0/0	0/0	0/0	0/0	0/0	0/1	32/0	14/3	0/1	
Service Maintenance	2959	2216	0/59	0/152	23/22	6/10	0/0	0/3	0/14	743	183/8	0/49	46/8	19/2	0/2	0/0	0/0	44/9	45/5	0/4	
Total Towards Goal			0	0	26	16	0	0	0		46	0	12	6	0	0	0	30	15	0	
Total Placements			199	189	33	22	1	3	33		46	83	20	7	2	1	6	30	17	8	

Legend: # to Reach Parity / Placements

Unk Gndr = Unknown Gender

NHPI = Native Hawaiian/Pacific Islander

AI/AN = American Indian/Alaskan Native

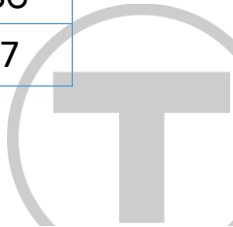
Draft for Discussion & Policy Purposes Only

Employee Movement/Transitions

This report applies strictly to the 07/01/2022-09/30/2022 reporting period.

For the MBTA, we generate data from Commonwealth Information Warehouse (CIW).

Job Category	Hires	Promotions	Transfers	Demotions	Total
Officials & Administrators	28	101	0	0	129
Professionals	21	20	0	0	41
Technicians	7	17	0	0	22
Protective Service: Sworn	25	1	0	0	26
Protective Service: Non-Sworn	1	1	0	0	2
Administrative Support	5	9	0	0	14
Skilled Craft	19	18	0	0	37
Service Maintenance	105	81	0	0	186
Grand Total	273	179	0	0	457



EEO Plan Training

MassDOT/MBTA offered various courses to meet requirements within the Department's Equal Employment Opportunity Plan 2018 "Mandatory EEO/AAP Program Training" section.

In addition to the goal of ensuring that managers and supervisors understood their role in the EEO/AAP program, ODCR also placed emphasis on training employees to ensure department-wide compliance.

NOTE: MassDOT/MBTA – ODCR Training Report 07/01/2022 – 09/30/2022

Training Courses	# MBTA Employees Trained
Anti-Discrimination Harassment Prevention for Supervisors & Managers – All Day	27
Anti-Discrimination Harassment Prevention for Frontline Employees (ADHP-EE) – All Day	141
Equal Employment Opportunity / Affirmative Action Plan / Legal Interviewing (Managers) – All Day	44



Third Quarter Highlights

Diversity Luncheons & Events

- The Women's Employee Resource Group sponsored three virtual presentations in July, August, and September supporting women's career skills and advancement at MassDOT, including workshops about mindfulness, generational differences in the workforce, and career networking skills.
- Partners in Transportation and the MassDOT Multi-Cultural ERG presented the National Hispanic Heritage Month Diversity Celebration on September 21, 2022.
- MassDOT/MBTA continued its support of the ERG Leadership Council and its oversight and

Employee Resource Groups

- MassDOT/MBTA offers 5 ERGs: voluntary, employee-led groups that serve as a resource for members and organizations by fostering a diverse, inclusive workplace aligned with organizational missions, values, goals, business practices and objectives.
- Women's ERG (WERG),
- Multicultural ERG
- Pride ERG
- Veterans' ERG
- Accessibility and Inclusion ERG

