DEI Personnel Programs Update

PWDC Board Subcommittee

July 13, 2023

Agenda

- Inaugural Participation of PRIDE Parade
- Inclusive Leadership Program for 1,500 Managers & Supervisors
- New LMS DEI Learning Library for All Staff
- DEI Toolkit Pilots

MBTA | Pride in Transit

Celebrating our inclusive culture.

Draft for Discussion & Policy Purposes Only

Inclusive Leadership Program (ILP)

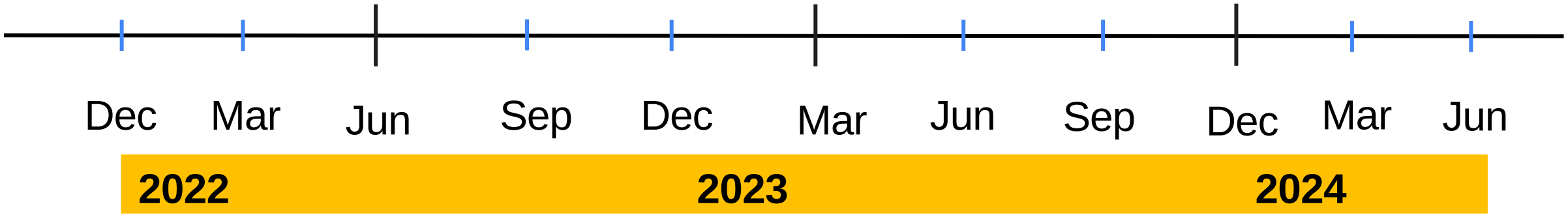
DEI TRAINING FOR 1,500 MANAGERS & SUPERVISORS

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



ILP Goals:

- Participants learn how to create and foster effective teams, while encouraging others to drive towards an inclusive culture and equitable work environment.

- Assigning over 1,500 managers, supervisors and other leaders to this training directly impacts the organization as we shift towards a more diverse, equitable and inclusive culture.

ILP Learning Objectives:

- Describe terms related to diversity, equity and inclusive leadership
- Compare actions, attitudes and behaviors that foster or limit inclusive leadership
- Begin applying tools and strategies to create an inclusive work environment
- Learn with others from across the organization in a 4-hour virtual instructor led classroom

1,500 Learners Assigned to ILP

Operations	850 ±
Capital	250 ±
Administration	250 ±
Other	250 ±

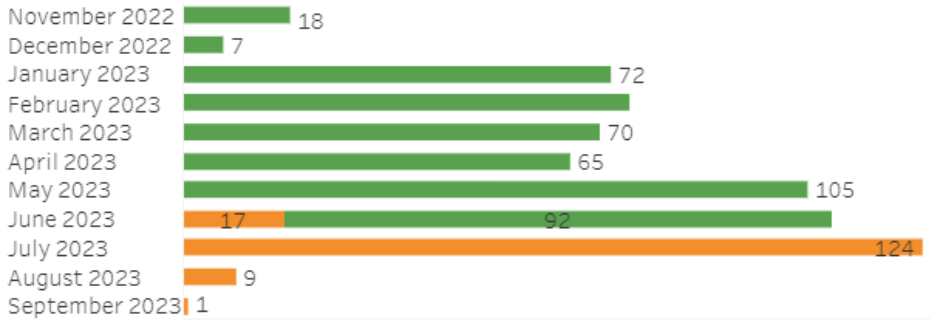
ILP Milestones

72 Sessions
24 Learners RSVP per Session

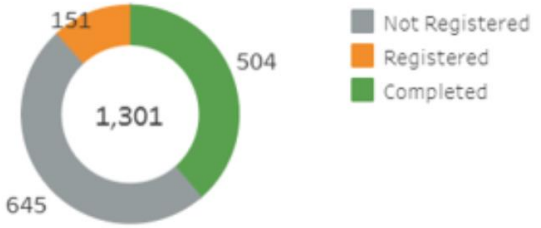
Pilots & Executives	4 Sessions Monthly	6 Sessions Monthly	4 Sessions Monthly	4 Sessions Monthly	4 Sessions Monthly
Nov 2022 - Jan 2023	Feb - Apr 2023	May – Jul 2023	Aug – Oct 2023	Nov 2023 - Jan 2024	Feb – Apr 2024
100 Learners	250 Learners	350 Learners	250 Learners	250 Learners	250 Learners

Reports to Track ILP Participation

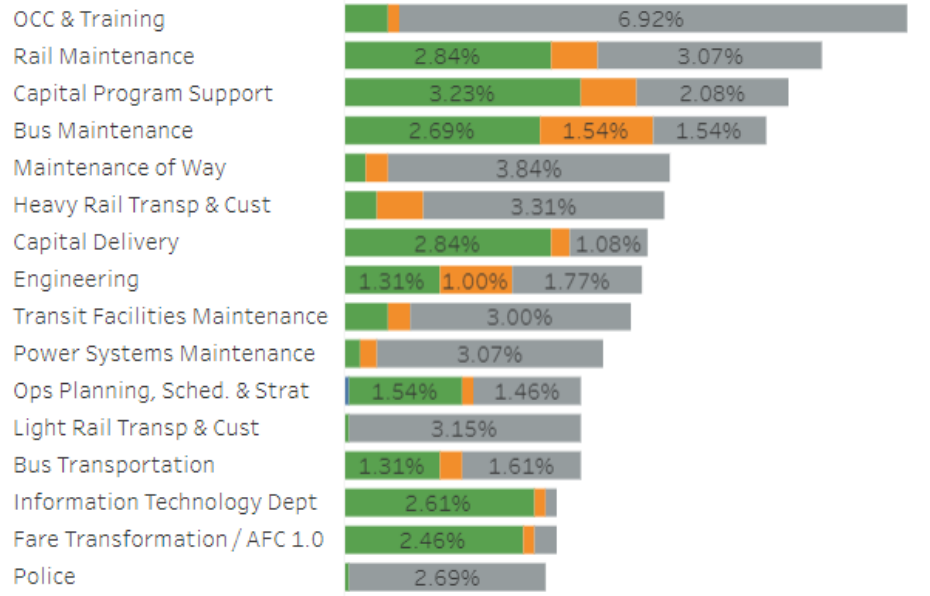
Employees – Completed training by month



Transcript Status Count



Percentage by Dept and Transcript Status



Functional Area (Click on Functional Area to filter)

Functional Area	Total	Completed	Registered	Not Registered
Operations	757	208	83	465
Other	184	73	24	87
Administration	184	112	25	47
Capital	176	111	19	46

Department (Click on Department to filter)

Department	Total	Completed	Registered	Not Registered
OCC & Training	100	8	2	90
Maintenance of Way	58	4	4	50
Heavy Rail Transp & Cust	57	6	8	43
Light Rail Transp & Cust	42	1		41
Rail Maintenance	85	37	8	40
Power Systems Maintena..	46	3	3	40
Transit Facilities Mainten..	51	8	4	39
Police	36	1		35
Capital Program Support	79	42	10	27
Engineering	53	17	13	23
Bus Transportation	42	17	4	21
Bus Maintenance	75	35	20	20

Reviewing ILP Feedback

- Participants are provided a automated survey link that is sent once their training session is finished. For participants who do not complete the automated survey, another survey is sent from the DEI Team to collect feedback.
- Feedback is also collected from facilitators and provided to the DEI team on a weekly basis.
- To date over 90 responses have been collected from participants.

Feedback Insights

- *"An ongoing challenge of mine is to actively listen and question assumptions before acting or speaking. Drawing colleagues out tactfully and humanely by overcommunicating/sharing/being vulnerable as the basis for deeper understanding and long-term relationship building."*
- *"The training overall was great, if a little compressed due to the time. I was familiar with many of the topics due to previous DEI trainings and experiences, but it is good that the MBTA is making an ongoing effort to highlight the importance of being inclusive."*
- *Facilitator Feedback – "Participants were active in all forms of interaction, chat, coming off mute, breakout rooms, annotations, and polls. Most participants shared freely and with generosity. Some participants did not come off mute but did engage in chat and breakout rooms."*

New LMS DEI Learning Library

30+ Self-Guided LMS Learning Sessions for All Staff

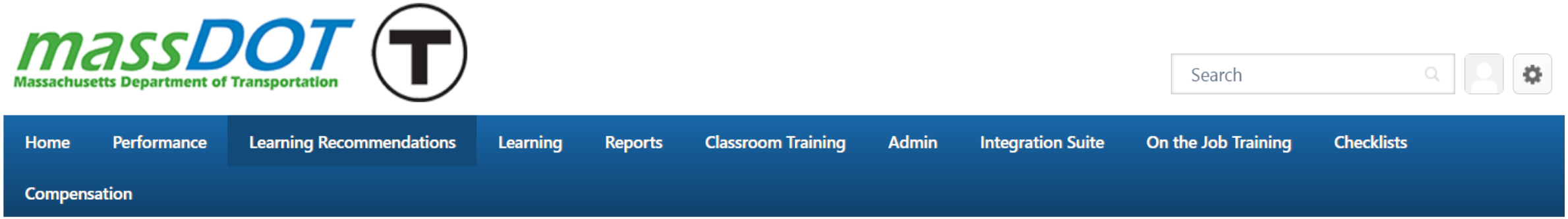
DEI Learning Library

- The new Library provides 30+ modules that cover a range of areas, including race, LGBTQ, gender, unconscious bias and inclusion.
- The 2023 DEI Learning Library is an upgrade from the 20+ sessions provided in 2020.
- Content will be updated regularly with new modules to coincide with heritage month celebrations to ensure that teams and staff can use the Library to further their learning, awareness and support of DEI.
- Working on campaign and message from GM for July rollout.

Learning Set 1

Course Title	Course Description	Topics	Length
Developing a Diverse Workforce	Outline action steps on how to cultivate a diverse workforce and how to embrace workplace diversity in the right way. You will be taken through seven action steps for achieving a truly diverse workforce.	Inclusion	9 Min
Barriers to Organizational Diversity	This module presents a broad picture of how to embrace workplace diversity in the right way. Learn the seven most salient barriers to organizational diversity and steps on how to confront them through practices like employee training, policy implementation, and the creation of opportunities.	Inclusion	10 Min
The 5 D's of Difference	Break down the five ways people respond to differences. This module will review the five D's of difference are outlined as distancing, denial, defensiveness, devaluing, and discovery.	Inclusion	6 Min
Your Bias Is Showing	This module educates learners on the dangers of biases, prejudices, and stereotypes in the workplace.	Bias & Discrimination	9 Min
Dismantling Workplace Discrimination	This module covers three main types of discrimination—direct, indirect, and reverse. You will learn about three best practice tips on how to prevent and address discrimination in the workplace.	Bias & Discrimination	10 Min
Conscious Inclusion	Participate in this module to understand what conscious inclusion in the workplace is and how to practice it as a leader. Learn general tips on how to adopt conscious inclusion in the workplace and then focus in more specifically on action steps for leaders to practice conscious inclusion.	Inclusion	10 Min
The Inclusion-Exclusion Continuum	Learn the five components of the inclusion-exclusion continuum and what an ideal organizational attitude looks like. Move down the continuum from negative to positive, starting with active exclusion and ending at full inclusion.	Inclusion	8 Min
Tokenism	Understand the definition of tokenism in the workplace and what to keep in mind to recognize and address tokenism. Learn the many negative effects of organizational tokenism as well as the damage it can have on tokens and three concepts to keep in mind to prevent workplace tokenism: diversity, equity, and inclusion.	Race and Racism	8 Min

LMS View



2023 DEI Learning Library

Thank you for reviewing the 2023 DEI Learning Library. The total number of sessions in the library is 35. To return to the DEI Learning Library Table of Contents, please click **here.**

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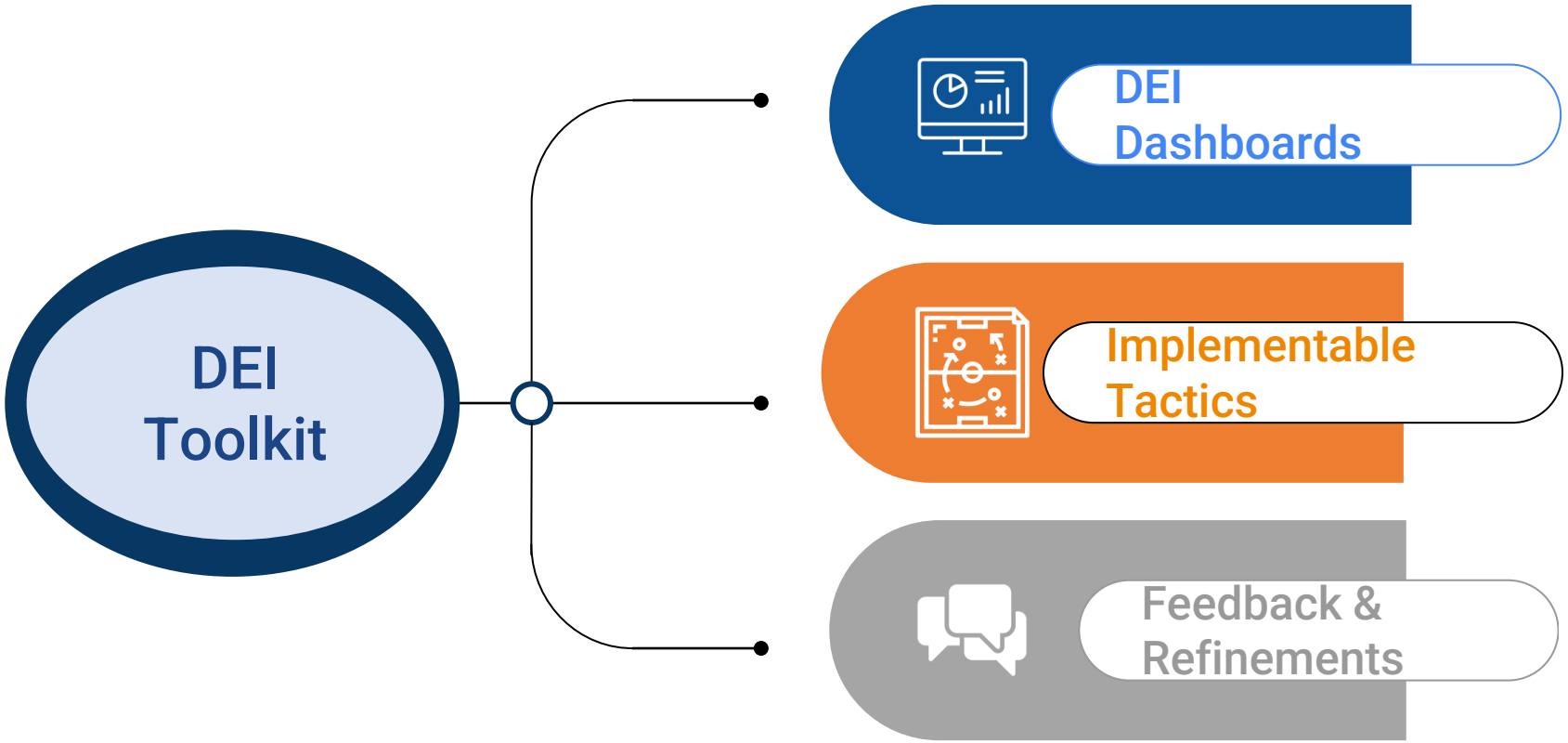
DEI Toolkit Pilots

LOOK BACK & LOOK AHEAD

DEI Toolkit Pilots Program



Introduce new tools showing diversity of agency department, functional area and agency

Provide implementable tactics for departments to attract, hire, retain, and develop a diverse and inclusive workforce

Offer experiences for various departments to offer feedback to improve the toolkit

DEI Toolkit Pilots 1.0 -- 2.0 -- 3.0

Reached about 30% of the MBTA

Operations

Steve Hicks Vehicle Maintenance ~800 FTEs	**Joe Cheever** Engineering ~700 FTEs	**Michelle Steihler** Paratransit ~25 FTEs

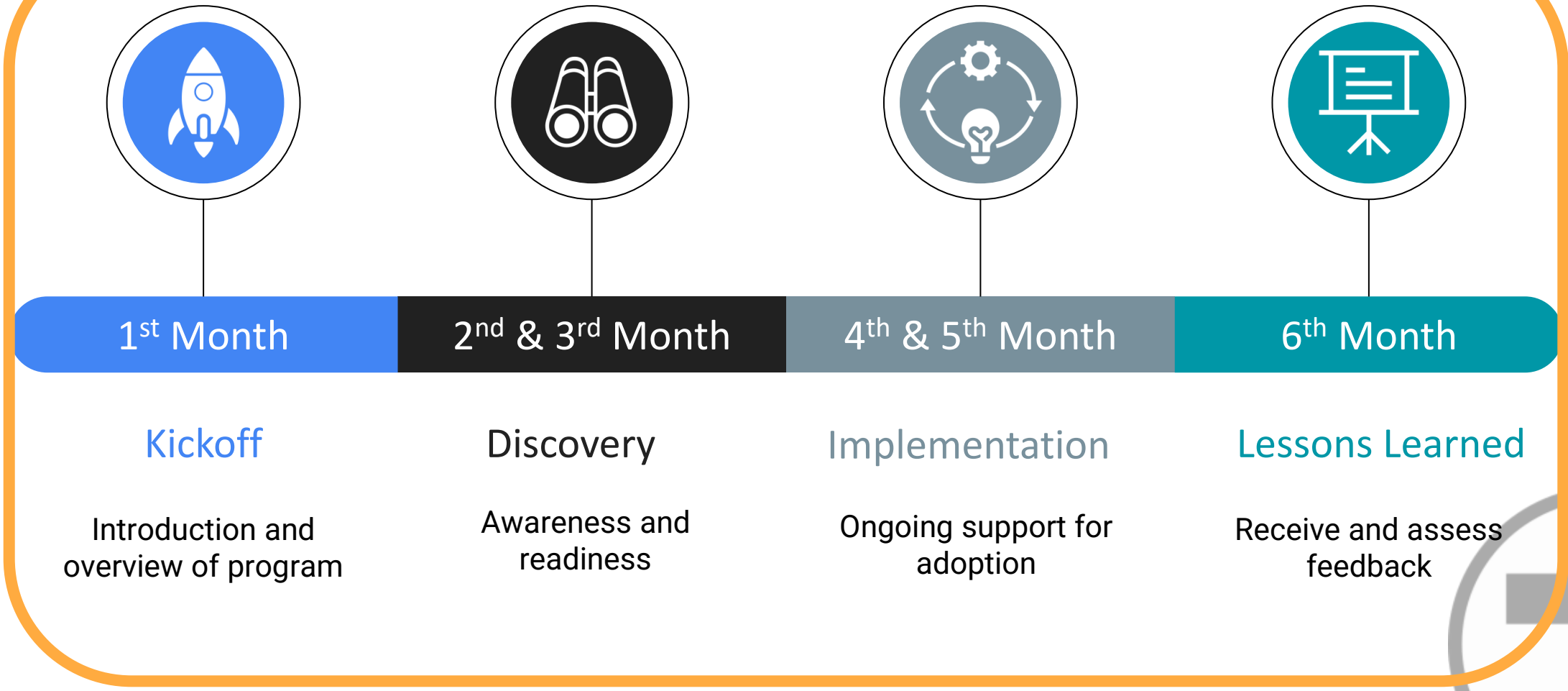
Capital

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 ~50 FTEs

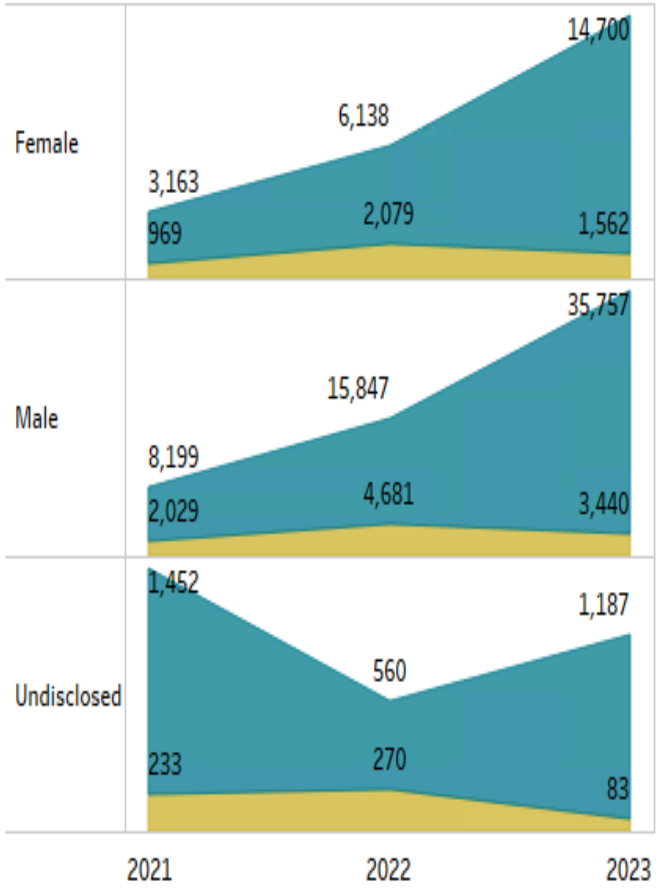
DEI Toolkit Pilots -- Milestones Stages



DEI Toolkit Pilots – new hiring demographics dashboard

Applications Received

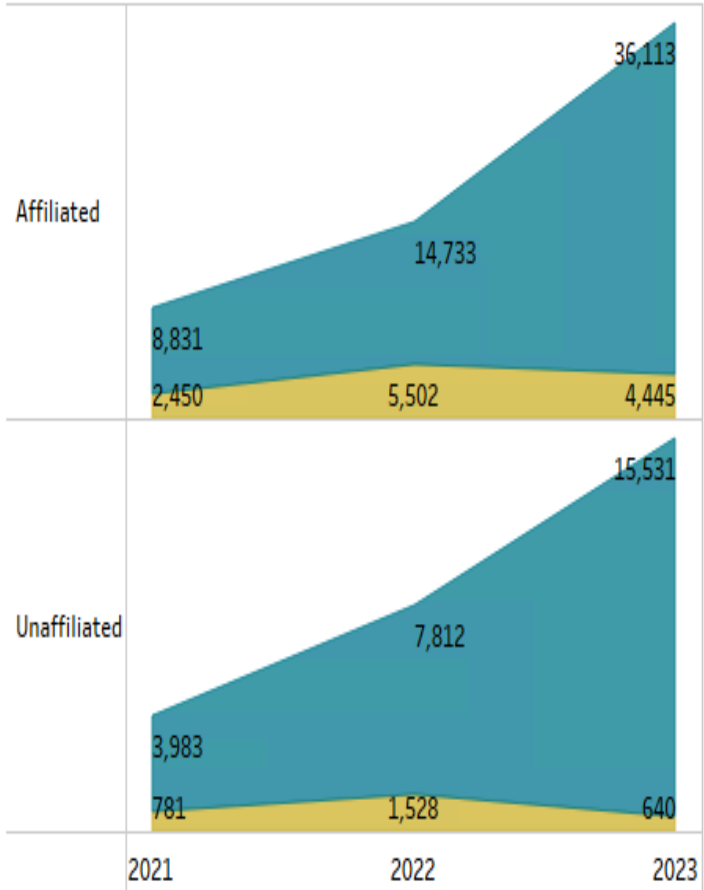
Gender



Race / Ethnicity

	Asian American		White		Black / African American		Hispanic / Latino		Other / Not Disclosed		Grand Total
	Internal	External	Internal	External	Internal	External	Internal	External	Internal	External	Total
2023	177	5,792	1,824	20,375	2,094	15,764	439	5,093	551	4,620	56,729
2022	242	1,757	2,562	8,925	2,622	7,603	641	2,263	963	1,997	29,575
2021	169	1,275	1,238	5,455	1,016	2,863	229	976	579	2,245	16,045

Affiliated / Unaffiliated



Hiring Demographics

Definitions:

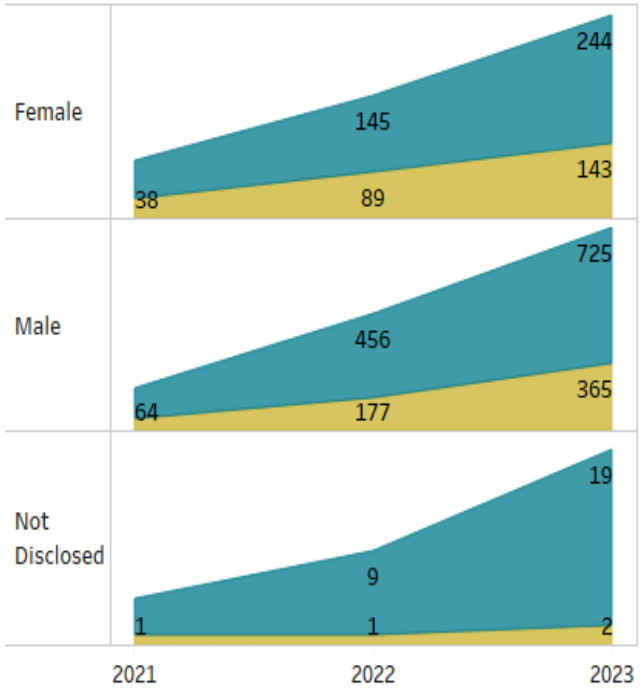
External Hires: Vacancy filled by external applicant. **Internal Hires:** Vacancy filled by internal applicant (promotion), follows standard recruiting process.

Total Hires: Sum of Internal and External Hires

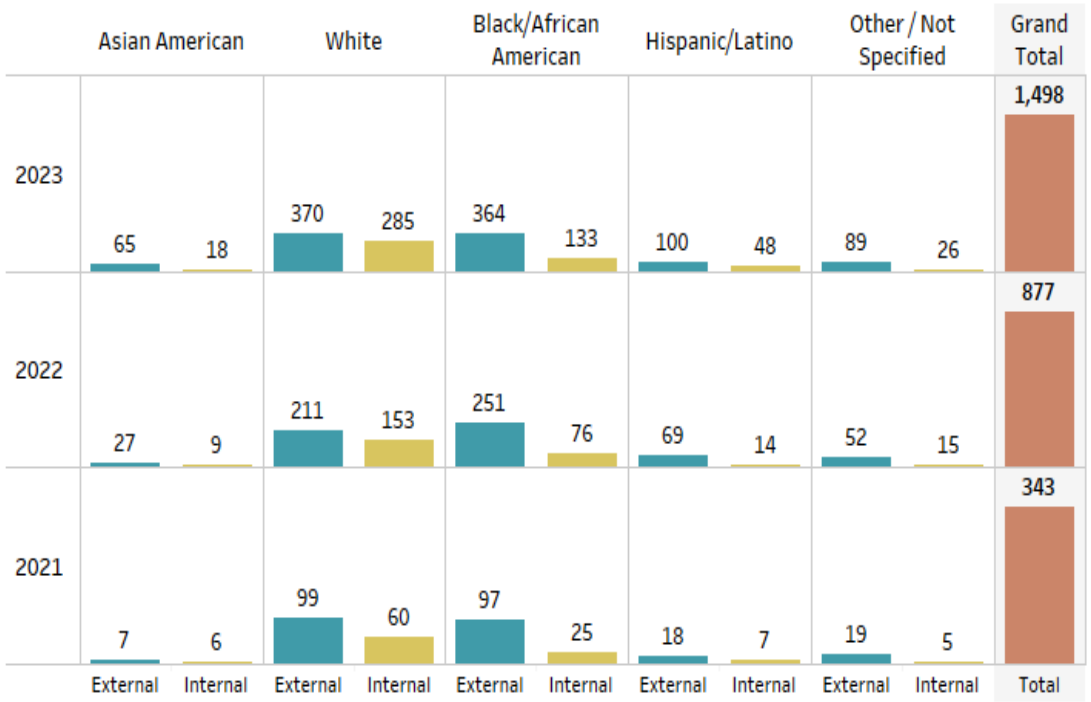
Hires

External Internal

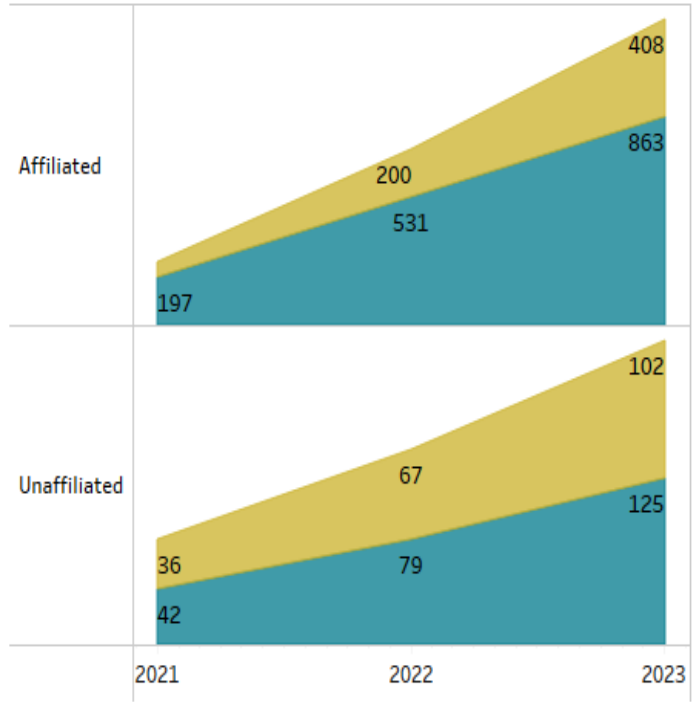
Gender



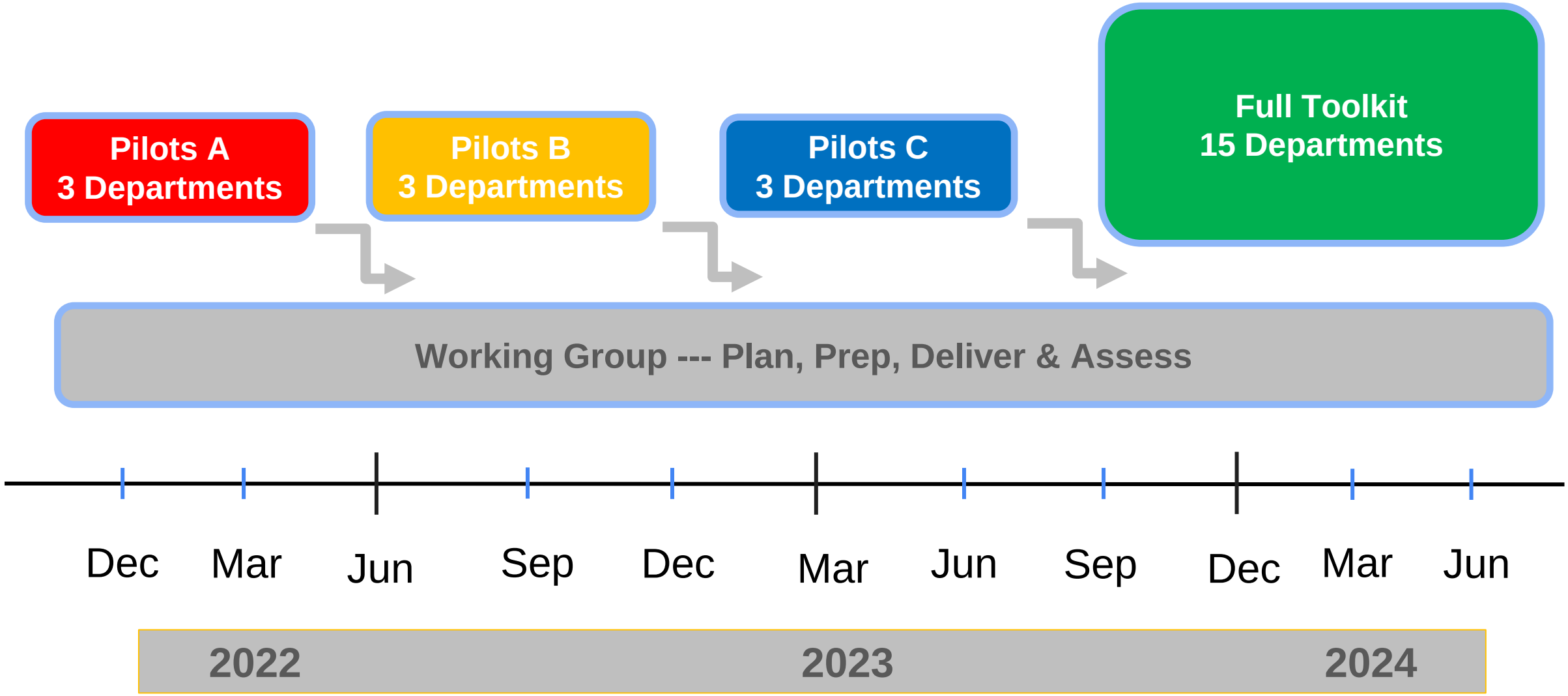
Race / Ethnicity



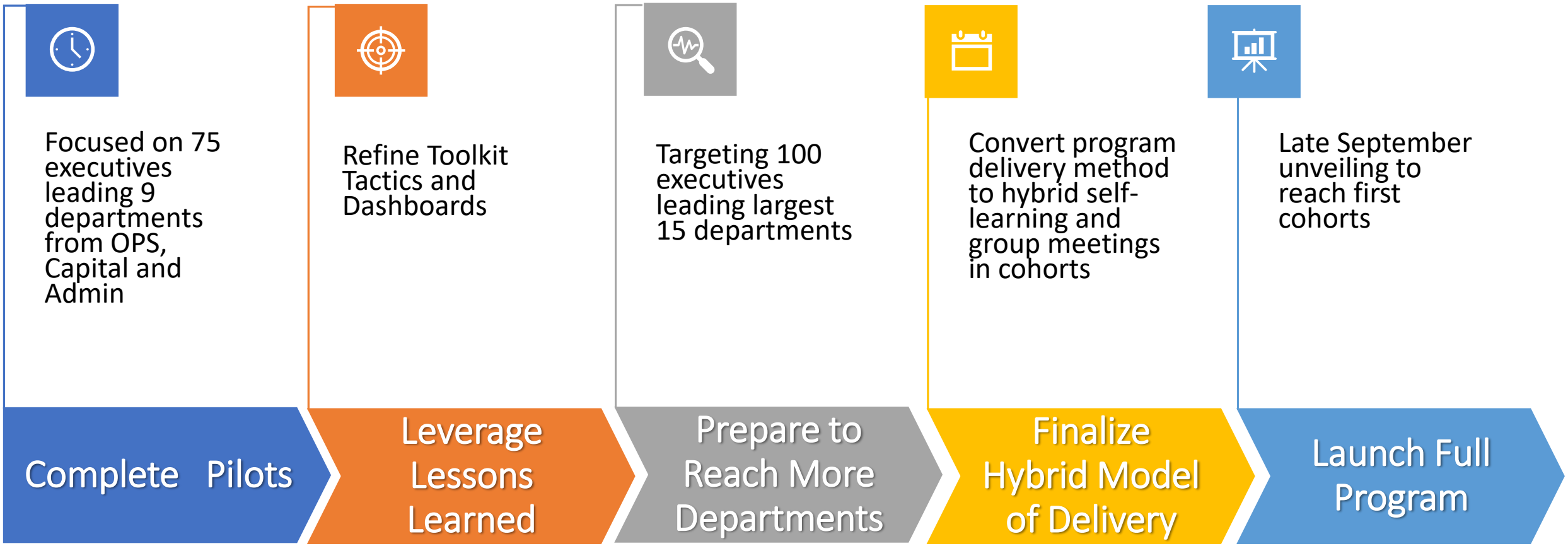
Affiliated / Unaffiliated



DEI Toolkit Pilots



Next Steps (July--September)



Thank You!

Future Topics:
- FY23 Federal & Non-Federal Supplier Diversity Report
- Employees Concerns Hotline