

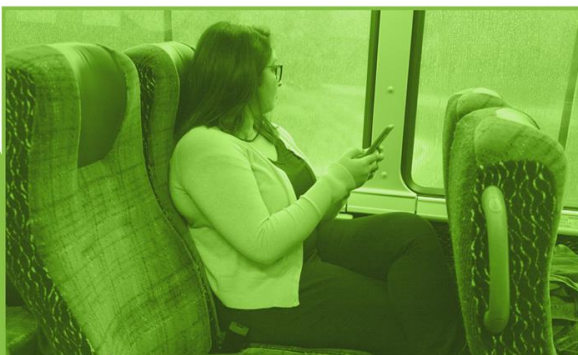


# Diversity, Equity and Inclusion Assessment and Strategic Plan

## PRTC Commission Meeting March 5th, 2020

## Diversity, Equity, Inclusion

“Diversity and inclusiveness in the workplace are a fundamental part of fulfilling OmniRide’s mission, and they are particularly important to the organization’s primary business of people serving people.”



# Background

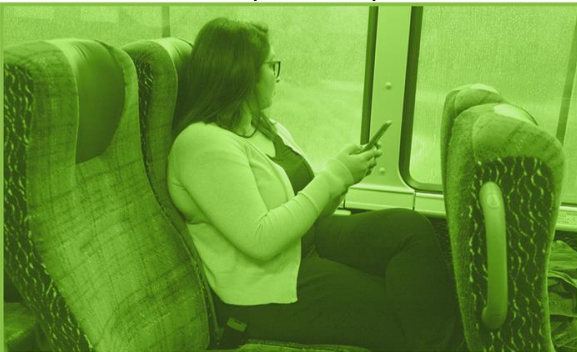


- May 2018 - EEO investigation recommendations
- June 2018 - Commission directs Executive Director to develop proposal to address recommendations
- August 2018 - Exstare Federal Services Group retained to conduct DEI assessment and develop DEI Strategic Plan
- August 2018 - Employee Advisory Group formed
- September/October 2018 - employee interviews
- December 2018 – February 2019 employee survey
- August 2019 – Final report and draft strategic plan

# Interview/Survey Summary



The main objective of the Assessment is to help OmniRide develop a cultural change program to: promote an inclusive work environment; identify problems that demotivate people; understand and prioritize key areas that need to be enhanced; and help build a positive work culture.



# Assessment



## Interviews – 20 PRTC employees

Focused on communication, training, cultural change priorities



## Survey – all OmniRide staff

On-line, anonymous  
122 completed surveys



## Policy and Practice Examination

PRTC documents related to diversity, inclusion, training  
Review of other agencies' policies and practices

# Interview/Survey Responses



OmniRide employees are a truly dedicated team of individuals who take pride in serving their community.

Employees stated the need for improved communication and collaboration, more recognition, and greater transparency as key areas that would make OmniRide a better place to work.

Overall, employees describe OmniRide as a good and friendly place to work.

Employees expressed a mixture of hope and skepticism about management's efforts to improve diversity and inclusion in the workplace.

Trust of the PRTC Commission and co-workers received the lowest overall ratings from survey respondents.

# Findings/Recommendations



Findings and recommendations informed the DEI Strategic Plan and are based on employee perspectives and suggestions shared during interviews and in survey responses; examination of existing policies and practices; information shared by the Employee Advisory Group; and the expertise of the Advisory Team.



## Seven Findings



Leadership and awareness on matters of equity, diversity, and inclusion needs to be enhanced.

Employees do not feel that the PRTC Board values them, or appreciates and recognizes their efforts and dedication.

Staff awareness and implementation of EEO Policies and the Affirmative Action Plan (AAP) needs to be enhanced.

Employees need cultural competence training, and diversity and inclusion training.

There should be specific responsibilities and accountability for diversity, equity and inclusion implementation.

Intentional, honest and frank conversations must be conducted to promote trust, understanding and respect among employees.

More management focus on communications and relationships with and between employees is necessary.



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# Recommendations

- 1 Define diversity, equity and inclusion, adopt a diversity statement and communicate what OmniRide is doing to change its workplace culture.
- 2 Find ways for the Board to recognize employees for their contributions.
- 3 Meetings and discussions with employees on the EEO Policies and Affirmative Action Plan begin as soon as possible in the coming months.
- 4 Identify and implement ongoing training programs.
- 5 Establish an internal diversity, equity and inclusion team.

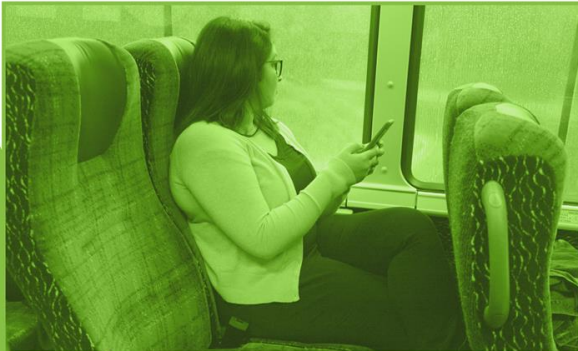


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# Recommendations

- 1 Evaluate supervisory employees on their performance.
- 2 Engage in an honest and open process to address matters regarding trust, understanding and respect among employees.
- 3 More management focus on communications and relationships with and between employees is necessary.
- 4 Hold in person meetings with all employees.
- 5 Seek input from employees in decision making.
- 6 Consider hiring an employee responsible for diversity and inclusion implementation and evaluation.

# Diversity, Equity and Inclusion Strategic Plan



## Goals and Priorities



### Communication and Awareness

Communicate what OmniRide is doing to change its workplace culture.

- Share information about the cultural change initiative and how it is being executed.
- Continuously provide updates on cultural change and diversity, equity and inclusion efforts.

### Accountability

Demonstrate leadership accountability, commitment and involvement regarding diversity and inclusion in the workplace.

- Support diversity and inclusion initiatives through decision making, compliance oversight, policy updates, and strategic collaboration.
- Implement diversity performance objectives for senior executives, managers and supervisors to hold appropriate leaders accountable for the successful implementation and progress of diversity and inclusion plans.
- Evaluate and report on OmniRide's diversity, racial equity and inclusion efforts to ensure accountability and transparency.

### Collaboration

Create an environment that improves management-employee communication and cross-departmental collaboration.

- Improve management-employee communication and work group collaboration.

### Inclusion

Create a workplace environment that is supportive and respectful, and that values differing perspectives and experiences.

- Identify opportunities for employees to support implementation of the DEI Plan.

# Goals and Priorities

## Trust

Engage in a productive process of building trust among co-workers.

- Commit to building a trusting environment/culture to be able to identify and address areas of improvement.

## DEI Awareness and Skills

Improve DEI awareness and skills through training and education.

- Provide continuous training to ensure OmniRide employees have the best practices relevant to cultural competency and diversity.
- Include operations employees in trainings, resource groups or other opportunities to learn about and practice equity.
- Identify online resources about inclusion and diversity that staff members can use in addition to staff trainings.

## Talent Development

Support employee growth through professional and career development.

- Continue to refine the OmniRide Mentoring Program to expand professional development expertise.
- Offer training opportunities for professional development at various employee levels.
- Reexamine current recruitment processes to include guidelines for equity and inclusion to support OmniRide's hiring practices.

# DEI Working Group

Assist with the refinement and implementation of the DEI Strategic Plan and work to ensure an ongoing commitment to its principles.

Serve as an advisory body to the Executive Director and executive-level leaders in fostering an environment of diversity, equity and inclusion throughout the organization.

Serve as advocates to promote and share information throughout the agency regarding diversity, equity and inclusion initiatives.



“OmniRide is committed to valuing diversity and practicing inclusion because our diverse workforce is our greatest asset, and our customers are our number one priority.”

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Thank you!

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