



**EXSTARE**  
Federal Services Group

Presentation to PRTC Commissioners  
Diversity, Equity, and Inclusion Assessment  
**Purpose, Objectives, Findings, Recommendations,  
and Execution**

## Purpose of the Assessment

- Address recommendations of the Prince William County Office of Equality, Affirmative Employment and Diversity

## Objectives of the Assessment

Help OmniRide develop a cultural change program to:

- Promote an inclusive work environment that ensures equal employment opportunities for all, values diversity and empowers employees so that they may contribute and participate to their fullest potential in support of OmniRide's mission.
- Promote mutual trust, understanding and respect among the employees of OmniRide.
- Identify problems that demotivate people, diminish performance, or compromise employee commitment to OmniRide goals.
- Improve development of the OmniRide workforce through training and education.
- Communicate the organization's overall strategic goals and objectives in a manner that will help build a positive work culture, and minimize unfavorable employee perceptions and/or concerns.
- Understand and prioritize key areas that need to be enhanced and included in the organization's short- and long-term strategic planning and budgeting.

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## Execution of the Assessment

### Employee awareness

- Why the assessment was being undertaken
- Why employee opinions were critical
- How employee opinions would help identify key issues and shape recommendations

### Employee engagement

- OmniRide Employee Advisory Group
- Employee interviews
- Employee survey (OmniRide and First Transit)

### Examination of Policies and Practices

- OmniRide policies/guidelines and practices
- Other agencies diversity equity, and inclusions policies and practices

### Reports and Presentations

- Monthly updates to Employee Advisory Group

### Findings and Recommendations

- Analysis of the state of the organization
- Determine areas of greatest need and opportunity for cultural change
- Inform the Diversity, Equity and Inclusion Strategic Plan

## Employee Interviews and Survey

### Focus of Interviews

- Understanding of diversity, equity and inclusion
- Workplace culture and experiences
- Communication
- Training needs
- Areas of greatest need and opportunity for cultural change

### Interviewees

- Broad cross-section of employees
- Recommended by Employee Advisory Group based on a diversity of factors (e.g., tenure, position, department)
- 20 OmniRide employees

### Survey

- 280 employees (OmniRide and First Transit full- and part-time combined)
- 122 respondents

## Examination of Policies and Practices

Assessment included review of numerous documents and information, for example:

- Equal Employment Opportunity Policy statement
- PRTC/VRE Affirmative Action Plan for Minorities and Women
- 2017 EEO complaint documents
- Human resource management policies/guidelines
- PRTC Commission meeting minutes
- Other agencies diversity, equity and inclusion policies and practices

## Key Findings

1. Leadership and awareness on matters of equity, diversity, and inclusion needs to be enhanced.
2. Employees do not feel that the PRTC Board values them, or appreciates and recognizes their efforts and dedication.
3. Staff awareness and implementation of EEO Policies and the Affirmative Action Plan (AAP) needs to be enhanced.
4. Employees need cultural competence training, and diversity and inclusion training.
5. There should be specific responsibilities and accountability for diversity, equity and inclusion implementation.
6. Intentional, honest and frank conversations must be conducted to promote trust, understanding and respect among employees.
7. More management focus on communications and relationships with and between employees is necessary.

## Recommendations

1. Define diversity, equity and inclusion
2. Adopt a diversity statement
3. Communicate what OmniRide is doing to change its workplace culture
4. Meetings and discussions with employees concerning the PRTC Affirmative Action Plan for Minorities and Women
5. Find ways for the Board to recognize employees for their contributions
6. Identify and implement ongoing training programs
7. Establish an internal diversity, equity and inclusion team
8. Consider hiring an employee responsible for diversity and inclusion implementation and evaluation
9. Seek employee feedback
10. Evaluate supervisory employees on their performance
11. Engage in an honest and open process to address matters regarding trust, understanding and respect among employees
12. Hold in person meetings with all employees
13. Seek input from employees in decision making

## Execution

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| ▪ Employee Briefings                              | ▪ Quarterly Progress Reports                |
| ▪ Diversity Statement                             | ▪ Employee Suggestion Box                   |
| ▪ Creation of DEI Working Group                   | ▪ Project Connect                           |
| ▪ Development of Strategic Plan Metrics           | ▪ Mentoring Program                         |
| ▪ Bi-monthly All Employee Meetings with Directors | ▪ Training and Conflict Resolution Programs |
| ▪ Quarterly Communication Meetings with CEO       | ▪ Above and Beyond Program                  |
| ▪ Board Engagement                                | ▪ Super Star Program                        |
|   | ▪ Service Awards                            |

## Next Steps

I Welcome Your Questions and Comments

Thank you!

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