

EQUAL EMPLOYMENT OPPORTUNITY PROGRAM



114 Valley Street
Portland, ME 04102

April 2024

Section I _ EEO Policy Statement

Metro has a strong commitment to the community we serve and our employees. As an equal opportunity employer, we strive to have a workforce that reflects the community we serve. No person is unlawfully excluded from employment opportunities based on race, color, sex (including pregnancy), sexual orientation or gender identity, physical or mental disability, religion, age, ancestry, national origin, familial status, genetic information, veteran status, or other protected class.

Metro Equal Employment Opportunity (EEO) policy applies to all employment actions, including but not limited to, recruitment, hiring, selection for training, promotion, transfer, demotion, layoff, termination, rates of pay or other forms of compensation. All applicants and employees have the right to file complaints alleging discrimination with the EEO Officer in accordance with Metro's complaint procedure in the Employee Manual. Retaliation against an individual who files a charge or complaint of discrimination, participates in an employment discrimination proceeding (such as an investigation or lawsuit), or otherwise engages in protected activity is strictly prohibited and will not be tolerated. Individuals may also submit complaints directly to the Federal Transit Administration on its website.

Metro is committed to providing reasonable accommodations to applicants and employees who need them because of a disability, pregnancy, or to practice or observe their religion, absent undue hardship. As Metro's Chief Executive Officer, I maintain overall responsibility and accountability for Metro's compliance with its EEO Policy and Program. To ensure day-to-day management, including program preparation, and monitoring, I have appointed Shelly Brooks, Chief Financial Officer, email sbrooks@gpmetro.org, phone (207) 221-8710. Shelly Brooks reports directly to me and acts with my authority with all levels of management, labor unions, and employees.

All Metro executives, management, and supervisory personnel, however, share in the responsibility for implementing and monitoring Metro's EEO Policy and Program within their respective areas to ensure compliance is achieved. Metro will evaluate its managers' and supervisors' performance on their successful implementation of Metro's policies and procedures, in the same way Metro assesses their performance regarding other agency's goals.

Metro is committed to undertaking and developing a written nondiscrimination program that sets forth the policies, practices and procedures, with goals and timetables, to which the agency is committed and make the EEO Program available for inspection by any employee or applicant for employment upon request.

I am personally committed to a workplace that acts upon its daily responsibility to treat all applicants and employees with dignity and respect, as well as equitably under the guidelines of our EEO Policy and Program.

Glenn Fenton

April 30, 2024

Signature

Date

Interim Executive Director

Section II – Dissemination

Internal Dissemination:

Metro will communicate the existence of its EEO Program to employees, applicants, and potential applicants by:

- Providing written communication from the Executive Director or his or her designee;
- Posting official EEO materials (federal and state labor law posters) and the EEO Policy Statement on bulletin boards, near time clocks, in employees' breakrooms, and in the employment/personnel office;
- Including the EEO Policy Statement and EEO Program in the Metro Employee Manual;
- Meeting with top management officials at a minimum semiannually to discuss the EEO Program and its implementation;
- Meeting with all employees and affinity groups to seek input on the EEO Program implementation;
- Conducting periodic EEO training for employees and managers;
- Conducting EEO training for all new supervisors or managers within 90 days of their appointment; and
- Performing evaluations that take into account evaluation of the success of the EEO program in the same manner as other goals and objectives are evaluated.

External Dissemination:

Metro will communicate the existence of its EEO Program to external parties by:

- Forwarding the EEO policy to the Maine Career Center, local technical schools, and the office of the Amalgamated Transit Union Local 714, and any other recruitment entities that Metro utilizes;
- Including the following statement in employment ads: "An Equal Employment Opportunity Employer," and
- Posting the EEO Officer's contact information on our website.

Section III – Designation of Personnel Responsibility

Metro has designated Shelly Brooks, Chief Financial Officer as the EEO Officer.

EEO Officer duties include:

- Developing the EEO Policy Statement and the written EEO Program;
- Assisting management in collecting and analyzing employment data, identifying problem areas, setting goals and timetables, and developing programs to achieve goals;
- Designing, implementing, and monitoring internal audit and reporting systems to measure program effectiveness and to determine where progress has been made and where proactive action is needed;
- Reviewing the EEO Program with all managers and supervisors to ensure that the program is understood;
- Concurring in the hiring and promotion process;
- In conjunction with human resources, periodically reviewing employment practices policies (e.g., hiring, promotions, training), complaint policies, reasonable accommodation policies, performance evaluations, grievance procedures, and union agreements;
- Reporting at least semiannually to the Executive Director on each department's progress in relation to Metro's goals;
- Serving as liaison between the Metro; Federal, state, county, and local governments; regulatory agencies; and community groups representing minorities, women, and persons with disabilities, and others;
- Maintaining awareness of current EEO laws and regulations, and ensuring the laws and regulations affecting

nondiscrimination are disseminated to responsible officials;

- Investigating or overseeing the investigation of complaints of EEO discrimination in accordance with the complaint procedure in the Employee Manual;
- Providing EEO training for employees and managers;
- In conjunction with human resources, advising employees and applicants of available training programs and professional development opportunities and the entrance requirements; and
- Auditing postings of the EE policy statement to ensure compliance information is posted and up to date.

Supervisor and manager duties include:

- Participating actively in periodic audits of all aspects of employment to identify and to remove barriers obstructing the achievement of specified goals and objectives;
- Holding regular discussions with other managers, supervisors, employees, and affinity groups to ensure agency policies and procedures are being followed;
- In conjunction with the EEO Officer, maintaining and updating the personnel database for generating reports required for the EEO program;
- Cooperating with the EEO Officer in review of information and investigation of complaints; and
- Encouraging employee participation to support the advancement of the EEO Program (e.g., professional development and career growth opportunities, posting promotional opportunities, shadowing, mentoring).

Section IV – Utilization Analysis

The accompanying workforce and availability analysis indicate that minorities are underrepresented in the following job categories: Skilled Craft and Service Maintenance. The utilization is analysis is based upon 200 Census data from Portland, Maine. For further analysis, please see Attachment B. Metro conducts a utilization analysis annually to ensure that we are striving to fill positions that do not have the appropriate representation based on minority information in the Greater Portland area.

Section V – Goals and Timetables

Metro will continue to source the best applicants while taking into consideration the importance of diversity and minority inclusion. As we grow, we will continue to seek ways to improve our inclusion capabilities across all functions of the Agency and develop short- and long term goals.

Prior Goals:

2019 – 2022				
Employment Classification	Goals		Attained	
	Minorities	Women	Minorities	Women
	Service Maintenance	8	29	8
Skilled Craft	0	2	1	0

Current Goals:

Statistical goals are to focus hiring on under utilization areas shown in the utilization analysis in Attachment A: Under utilized in four classifications all in the women category.

2023 – 2026				
Employment Classification	Goals			
	Numeric		Percentage	
	Minorities	Women	Minorities	Women
Officials & Administrators	0	2	0	46%
Administrative Support	0	1	0	46%
Skilled Craft	0	3	0	46%
Service Maintenance	0	31	0	46%

Section VI – Assessment of Employment Practices

Metro’s hiring practices are standardized for all positions recruited and retained. Postings are made succinctly to all used external sources and all qualified candidates are taken into account. Candidates selected for interview are done so by qualifications and interviewed based upon the same set questions for all applicants. All staff hired attend a training module set forth for that position that is the same as all others holding that position. Metro has assessed its employment practices and found no current concerns. Metro analyzed the accompanying data relating to separations, disciplinary actions, promotions and found that it does not indicate any discriminatory pattern or practice.

Analysis:

Training:																
Job Category (Use EEO- 4)	T o tal		W		A / I / A N		B		H / L		A		N H O P I		M	
	Men	Women	M	W	M	W	M	W	M	W	M	W	M	W	M	W
1 - Officials & Administrators																
Total Workforce	8	3	7	3	-	-	-	1	-	-	-	-	-	-	-	-
Total Trained	8	3	7	3	-	-	-	1	-	-	-	-	-	-	-	-
Training Rate	100.00%	100.00%	100.00%	100.00%	N/A	N/A	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ratio to Highest Rate	100.00%	100.00%	100.00%	100.00%	N/A	N/A	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Potential Adverse Impact (Yes/No)	No	No	No	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
6. Office/Clerical																
Total Workforce	8	2	6	2	-	-	-	1	-	-	-	-	-	-	-	1
Total Trained	8	2	6	2	-	-	-	1	-	-	-	-	-	-	-	1
Training Rate	100.00%	100.00%	100.00%	100.00%	N/A	N/A	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.00%	N/A
Ratio to Highest Rate	100.00%	100.00%	100.00%	100.00%	N/A	N/A	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.00%	N/A
Potential Adverse Impact (Yes/No)	No	No	No	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No	N/A
7 - Skilled Craft																
Total Workforce	7	-	5	-	-	-	-	-	-	-	-	-	-	-	-	2
Total Trained	7	-	5	-	-	-	-	-	-	-	-	-	-	-	-	2
Training Rate	100.00%	N/A	100.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ratio to Highest Rate	100.00%	N/A	100.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Potential Adverse Impact (Yes/No)	No	N/A	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
8 - Service- Maintenance																
Total Workforce	80	18	56	13	-	-	-	19	4	2	-	1	1	-	-	2
Total Trained	80	18	56	13	-	-	-	19	4	2	-	1	1	-	-	2
Training Rate	100.00%	100.00%	100.00%	100.00%	N/A	N/A	100.00%	100%	100%	N/A	N/A	N/A	N/A	N/A	100.00%	N/A
Ratio to Highest Rate	100.00%	100.00%	100.00%	100.00%	N/A	N/A	100.00%	100%	100%	N/A	N/A	N/A	N/A	N/A	100.00%	N/A
Potential Adverse Impact (Yes/No)	No	No	No	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No	N/A
Job Category (Use EEO- 4)	T o tal		W		A / I / A N		B		H / L		A		N H O P I		M	
	Men	Women	M	W	M	W	M	W	M	W	M	W	M	W	M	W
Potential Adverse Impact (Yes/No)	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No

Terminations:																
Job Category (Use EEO- 4)	T o tal		W		A / I / A N		B		H / L		A		N H O P I		M	
	Men	Women	M	F	M	F	M	F	M	F	M	F	M	F	M	F
6 - Administrative Support																
Total Workforce	3	10	3	10	-	-	-	-	-	-	-	-	-	-	-	-
Total Involuntary Terminations	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Involuntary Termination Rate	0.00%	10.00%	0.00%	10.00%	0	0	0	0	0	0	0	0	0	0	0	0
Ratio to Low est Rate	100.00%	0.00%	100.00%	0.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Potential Adverse Impact (Yes/No)	No	No	No	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
8 - Service- Maintenance																
Total Workforce	75	10	65	10	-	-	-	6	-	1	-	-	-	-	-	3
Total Involuntary Terminations	-	-	1	-	-	-	-	2	-	-	-	-	-	-	-	-
Involuntary Termination Rate	0.00%	0.00%	1.54%	0.00%	0.00%	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Ratio to Low est Rate	N/A	N/A	N/A	N/A	N/A	N/A	4.62%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Potential Adverse Impact (Yes/No)	No	No	No	N/A	N/A	N/A	Yes	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No	N/A

Hiring:																
Job Category (Use EEO- 4)	T o tal		W		A / I / A N		B		H / L		A		N H O P I		M	
	Men	Women	M	W	M	W	M	W	M	W	M	W	M	W	M	W
1 - Officials & Administrators																
Number Applied																
Total Hires																
Selection Rate	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!
Ratio to Highest Rate	NA	#DIV/0!	NA	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Potential Adverse Impact (Yes/No)	No	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
8 - Service- Maintenance																
Number Applied	27	3	18	3	1	-	6	-	-	1	-	-	-	-	-	5
Total Hires	27	3	18	3	-	-	6	-	-	-	-	-	-	-	-	3
Selection Rate	100%	100.00%	100%	100.00%	#VALUE!	#VALUE!	1	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	0.6	#VALUE!
Ratio to Highest Rate	NA	100.00%	NA	100.00%	100.00%	#VALUE!	#VALUE!	100.00%	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	166.67%	#VALUE!
Potential Adverse Impact (Yes/No)	No	No	No	No	Yes	N/A	No	N/A	N/A	No	N/A	N/A	N/A	N/A	Yes	N/A

Discipline:																
Job Category (Use EEO-4)	Total		W		A / I / A N		B		H / L		A		N H O P I		M	
	Men	Women	M	W	M	W	M	W	M	W	M	W	M	W	M	W
7 - Skilled Craft																
Total Workforce	5	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-
Discipline Rate	28.6%	N/A	28.6%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ratio to Lowest Rate	100.0%	N/A	100.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Potential Adverse Impact (Yes/ No)	No	N/A	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
8 - Service - Maintenance																
Total Workforce	63	11	48	10	-	-	12	-	1	-	1	1	-	-	-	1
Mis	15	2	6	2	-	-	9	-	-	-	-	-	-	-	-	1
Discipline Rate	23.81%	18.18%	12.50%	20.00%	N/A	N/A	75.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100.00%	N/A
Ratio to Lowest Rate	76.36%	100.0%	100%	62.5%	N/A	N/A	16.67%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	12.500%	N/A
Potential Adverse Impact (Yes/ No)	No	No	No	No	N/A	N/A	Yes	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes	N/A
Other	12	-	10	-	-	-	2	-	-	-	-	-	-	-	-	-
Discipline Rate	19.05%	N/A	20.83%	N/A	N/A	N/A	16.67%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ratio to Lowest Rate	0.0%	100.0%	0.0%	100.0%	N/A	N/A	0.0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Potential Adverse Impact (Yes/ No)	No	No	No	No	N/A	N/A	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Preventable Accident	4	2	3	2	-	-	1	-	-	-	-	-	-	-	-	-
Discipline Rate	6.35%	18.18%	6.25%	20.00%	N/A	N/A	8.33%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ratio to Lowest Rate	98.44%	34.38%	100%	31.3%	N/A	N/A	75.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Potential Adverse Impact (Yes/ No)	No	Yes	No	Yes	N/A	N/A	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Promotions:																
Job Category (Use EEO-4)	Total		W		A / I / A N		B		H / L		A		N H O P I		M	
	Men	Women	M	W	M	W	M	W	M	W	M	W	M	W	M	W
1 - Officials & Administrators																
Number Applied	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Total Promotions	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Selection Rate	N/A	100.00%	N/A	100.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ratio to Highest Rate	N/A	100.00%	N/A	100.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Potential Adverse Impact (Yes/No)	N/A	No	N/A	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2 - Professionals																
Number Applied	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Promotions	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Selection Rate	100.00%	N/A	100.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ratio to Highest Rate	100.00%	N/A	100.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
6 - Administrative Support																
Number Applied	-	2	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Total Promotions	-	2	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Selection Rate	N/A	100.00%	100.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ratio to Highest Rate	N/A	100.00%	100.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
7 - Skilled Craft																
Number Applied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Promotions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Selection Rate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ratio to Highest Rate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
8 - Service - Maintenance																
Number Applied	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Promotions	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-
Selection Rate	100.00%	N/A	100.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ratio to Highest Rate	100.00%	N/A	100.00%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Section VII –

Recruitment and

Selection

Metro will continue to post open positions on its website; notify the local technical college and the Maine Career Center; and advertise on buses and Indeed.com.

Section VIII - Monitoring and Reporting Plan

Metro maintains cumulative records on hiring, training, transfer, and promotions for the entire organization, including areas of underutilization. Specifically, Metro maintains spreadsheets on separations, discipline, promotions, and hiring. Managers meet at least semiannually to review the data and discuss progress in implementing the EEO program. The meetings enable Metro to take any necessary corrective action regarding the development and execution of programs or goals and timetables.

Metro maintains complete files and data on EEO complaints.

Metro meets with the Executive Team quarterly to discuss EEO updates and presents them to the Board at least annually. Minutes are kept on these meetings by the Executive Assistant.

Attachment B

Metro Organizational Chart

