



# Equal Employment Opportunity Program

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**January 2021 – December 2024**

Equal Employment Opportunity Program:

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## **Introduction**

Mason Transit Authority is committed to the concept and practice of equal employment opportunity in all aspects of employment. In developing and implementing this Equal Employment Opportunity (EEO) Program, Mason Transit Authority has been guided by established policy of providing equal employment opportunity.

Any goals which Mason Transit Authority has established herein are not intended as rigid, inflexible quotas that must be met, but rather as targets reasonably attainable by applying every good faith effort in implementing this EEO Program. The use and effect of goals and timetables in this EEO Program is not intended to discriminate against an individual or group of individuals with respect to any employment opportunity for which he, she, or they are qualified on the grounds that he, she, or they are not the named beneficiaries of affirmative action themselves. Indeed, nothing herein is intended to sanction the discriminatory treatment of any person.

## Equal Opportunity Policy Statement and Reaffirmation

Mason Transit Authority (MTA) 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, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), age, genetic information, disability, veteran status, or other protected class.

MTA Equal Employment Opportunity (EEO) policy applies to all employment actions, including but not limited to, recruitment, hiring, selection for training, promotion, upgrading, transfer, demotion, layoff, termination, rates of pay or other forms of compensation and treatment of employees.

All applicants and employees have the right to file complaints alleging discrimination with the EEO Officer or office. 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.

MTA is committed to providing reasonable accommodations to applicants and employees who need them because of a disability or to practice or observe their religion, absent undue hardship.

As MTA's General Manager, I maintain overall responsibility and accountability for MTA's compliance with its EEO Policy and Program. To ensure day-to-day management, including program preparation, monitoring, and complaint investigation, I have appointed LeeAnn McNulty, Administrative Services Manager as MTA's EEO Officer. The Administrative Services Manager will report directly to me and acts with my authority with all levels of management, labor unions and employees. The EEO Officer can be contacted by phone at (360) 432-5738 or by email at [lmcnulty@masontransit.org](mailto:lmcnulty@masontransit.org).

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

MTA 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.

Signature \_\_\_\_\_

Date \_\_\_\_\_

## **Responsibilities for Implementation**

### **Administrative Structure**

The office of the General Manager bears the overall responsibility and accountability for the implementation of Mason Transit Authority's EEO Program. The Administrative Services Manager, under delegation from the General Manager, serves as the EEO Officer (EEOO) for the organization. The Administrative Services Manager is responsible for implementing, coordinating, maintaining and evaluating the EEO Program. Department managers are charged with the responsibility of carrying out the EEO Program within their departments, and for reporting with respect to implementation of the EEO Program, to the Administrative Services Manager. Managers and supervisors are responsible to carry out the goals and objectives of the Program as delegated to them by their respective department managers.

The Administrative Services Manager is responsible for:

1. Reviewing current programs for broadening employment opportunities for all protected classes and to recommend new programs to assist Mason Transit Authority in achieving its EEO goals;
2. Reviewing the contents of the EEO Program and to recommend modifications to the EEO Program when necessary;
3. Providing advice regarding the impact and feasibility of proposed modifications to the EEO Program;
4. Reviewing departmental objectives and goals to ensure that EEO objectives are included;
5. Assisting in identifying employment barriers that might exist, making recommendations regarding the elimination of such barriers and assisting in breaking down such barriers; and
6. Providing information to Mason Transit Authority departments about progress toward achieving EEO goals.

The Administrative Services Manager is responsible for classification, compensation, and monitoring discipline of all employees; recruiting, evaluating, and referring applicants for employment, promotion, or transfer; maintaining liaison with organizations providing services to minorities, women, and the disabled; investigating internal complaints of discrimination and monitoring compliance with the goals of the EEO Program; and maintaining all personnel records and data necessary for monitoring and determining compliance with the EEO Program that pertains to employment or compensation and classification matters.

A review of the EEO Program will be conducted annually to ensure successful implementation of the program.

### **Departmental Plans**

In support of the EEO Policy and the EEO Program, each department manager shall, depending on their needs, develop goals and objectives related to their work environment which will contribute toward the overall goals and objectives established in the program.

Department Managers are responsible to:

1. Assist in the identification of problem areas and to establish department goals and objectives which will further the organization's commitment to equal employment opportunity;
2. Seek to participate in local minority organizations, women and disabled groups, community action organizations, and community service programs which are designed to promote equal employment opportunity;
3. Hold regular discussions with supervisors and other employees to assure the organization's policies and procedures are being followed;
4. Review the qualifications of departmental employees and applicants for employment to assure that all protected classes are given full opportunities for employment, promotion and transfer, training, compensation, and all other terms and conditions of employment;
5. Participate in periodic audits of all aspects of employment in order to ensure that the organization is in compliance with local, state, and federal laws and regulations pertaining to equal employment opportunity; and
6. Participate in the review and/or investigation of complaints alleging discrimination.

## **Dissemination**

The EEO Program shall be made available to all parties via our website and upon request to all employees at the office of the Administrative Services Manager.

A copy of the EEO Program will be readily available to members of the public.

All new employees shall receive information describing employee related benefits and equal employment opportunity policies. A non-discrimination policy statement shall be included in Employee Handbook.

## **Internal**

All employees including managers and supervisors are fully informed of the EEO Program through actions which include, but are not limited to the following:

1. The EEO Policy will be included in, or referred to, in the organization's personnel policies and other appropriate in-house publications.
2. The EEO information will be provided to employees through normal communication channels including postings and employee memos.
3. EEO Policy and Program will be posted in Paylocity for all employees to acknowledge.
4. Bulletin board announcements and literature regarding the EEO Program shall be posted in appropriate work locations.
5. Presentation and discussion of the EEO Policy in new employee orientation sessions and All-Staff meetings or supervisor/manager training sessions held at a minimum semi-annually. New employees are directed to the Personnel Policy Manual that includes the EEO Policy and are required to sign an acknowledgement of receipt and understanding of these policies/rules within 90-days of their appointment.
6. Conferencing with diverse employee groups including underutilized classes of women and minorities for suggestions in implementing and refining the EEO Program.

## **External**

1. Community organizations have access to the organization's EEO Program via the Agency website. Agencies such as public and private employment agencies, educational institutions, local jurisdictions, unions, and agencies that assist minorities and persons with disabilities, and others that refer applicants may also request a copy by contacting the Agency directly.

2. The Administrative Services Manager, as the EEOO for Mason Transit Authority, will maintain liaison with organizations serving persons of minority status and females.
3. Recruitment sources, such as the media, public employment agencies, educational institutions and jurisdictions that receive Mason Transit Authority's employment announcements will be notified of the Equal Employment Opportunity Policy and Mason Transit Authority's interest in interviewing and hiring minorities and females for all positions.
4. All position announcements will include the following statement: "Equal Employment Opportunity Employer".
5. Contractors, sub-contractors, vendors, and suppliers will be notified of the Equal Employment Opportunity Policy.
6. All purchasing contracts and/or agreements over \$25,000 entered in to by Mason Transit Authority shall contain language addressing Mason Transit Authority's Equal Employment Opportunity Policy.

## **Designation of Personnel Responsibility**

The designation of personnel responsibility is set forth in the Administrative Structure set forth above and Mason Transit Authority does not consider it a conflict of interest for the Administrative Services Manager to serve as the EEOO. The agency is too small and does not experience enough EEO adverse activities to support a single position plus staff to administer the EEO Program. It is the experience of the agency that the Administrative Services Manager has adequate time and staff to act as the EEOO. The EEOO, in conjunction with managers and supervisors, performs employment-related duties in concurrence with the EEO Program, and the EEOO serves as a check and balance on employment practices. The EEOO is responsible for classification, compensation, grievance resolution, monitoring discipline of all employees, recruiting, evaluating, and referring applicants for employment, promotion, or transfer; maintaining liaison with organizations providing services to minorities, women, and the disabled; investigating internal complaints of discrimination and monitoring compliance with the goals of the EEO Program; as well as maintaining all personnel records and data necessary for monitoring and determining compliance with the EEO Program that pertains to employment or compensation and classification matters.

The Administrative Services Manager is an executive who reports, and is directly responsible, to the agency's General Manager, and to whom top management support is given. The EEOO is identified by name in all internal and external communications regarding the agency's EEO Program.

When there is a conflict of interest regarding any EEO complaint, the complainant shall file their complaint directly with the General Manager. The General Manager bears overall responsibility for the actions of the EEOO. No conflicts of interest as described have arisen to date.

Mason Transit Authority's Administrative Services Manager exhibits effectiveness acting as the EEOO through:

1. Sensitivity to, and an awareness of, the varied ways in which discrimination occurs;
2. Total commitment to EEO Program goals and objectives;
3. Knowledge of civil rights precepts, policies, rules, regulations, and guidelines; and
4. Sufficient authority and ability to work and communicate with others to achieve EEO goals and objectives.

The EEOO's program responsibilities include:

1. Developing and recommending EEO policy and programs, including internal and external communication;
2. Collecting and analyzing employment data, identifying problem areas, setting goals and timetables, and developing programs to achieve goals;



3. Designing, implementing, and monitoring internal audit and reporting systems to measure program effectiveness and to determine where progress has been made and where further action is needed;
4. Reporting regularly to the General Manager on progress toward meeting agency goals and on contractor and vendor compliance;
5. Serving as liaison between the agency, federal, state, and local governments, regulatory agencies, minority, disability, and women's organizations and other community groups;
6. Assuring that current legal information affecting equal employment opportunity is disseminated to responsible officials;
7. Overseeing the recruitment of minority, disabled, and female applicants and establishing outreach sources for use by hiring departments;
8. Concurring in all hires and promotions; and
9. Investigating employment discrimination complaints.

In addition, the Administrative Services Manager's program responsibilities include:

1. Review current programs for broadening employment opportunities for all protected classes and to recommend, explore or implement new programs to assist Mason Transit Authority in achieving its equal opportunity goals;
2. Review the contents of the EEO Program and to recommend modifications to the EEO Program when necessary;
3. Review departmental objectives and goals to ensure equal opportunity objectives are included;
4. Review the agency's nondiscrimination plan with all managers and supervisors to ensure that the policy is understood;
5. Provide EEO training for employees and managers;
6. Notify employees and applicants of available training programs and professional development opportunities and entrance requirements;
7. Provide reasonable accommodation to applicants and employees who need them;
8. Assist in identifying employment barriers that might exist and make recommendations leading to the elimination of any such barriers; and
9. To provide information to Mason Transit Authority departments about progress toward achieving the equal opportunity goals.

While the EEOO is responsible for coordinating, maintaining and evaluating the implementation of the EEO Program, department managers are charged with the responsibility for carrying out the EEO Program within their respective departments, as well as communicating on departmental implementation of the EEO Program to the EEOO. Managers and supervisors are responsible for carrying out the goals and objectives of the EEO Program as an integral function of their jobs and as delegated to them by their respective department directors.

Managers' and supervisors' responsibilities in implementing the EEO Program include the following as befits the individual departments and divisions:

1. Assisting in identifying problem areas and establishing agency and department goals and objectives in support of the EEO Plan;
2. Being actively involved with local minority, disability, and women's organizations, community action groups and community service programs designed to promote EEO;
3. Participating actively in periodic audits of all aspects of employment in order to identify and to remove barriers obstructing the achievement of specified goals and objectives;
4. Holding regular discussions with other managers, supervisors, and employees to assure the agency's policies and procedures are being followed;
5. Reviewing the qualifications of all employees to assure that minorities, people with disabilities, and females are given full opportunities for transfers, promotions, training, wage increases, and other forms of compensation;

6. Participating in the review and/or investigation of complaints alleging discrimination or harassment;
7. Conducting and supporting career counseling for all employees;
8. In conjunction with the EEOO, maintain and update the personnel database for generating reports required for the nondiscrimination report; and
9. Participating in periodic audits to ensure that each agency department and division is in compliance with EEO requirements.

## **Employment Procedures and Practices**

The following action-oriented procedures and practices which are designed to further the organization's commitment to Equal Employment Opportunity are continuing:

### **Employment**

Mason Transit Authority will aggressively recruit the most qualified people to staff the organization; and in doing so, it will afford equal opportunity for employment, placement, training, promotion, and salary to all persons without regard to any protected status, including race, color, creed, national origin, marital status, age, sex, disabled veteran status, or the presence of any physical, mental or sensory disability, or any other factor not related to the requirements of a work assignment.

The Administrative Services Manager is responsible for establishing recruitment, examination and referral procedures and shall be responsible for all personnel activity at Mason Transit Authority.

Recruitment: When Mason Transit Authority determines that it is necessary to create a position or to fill a vacancy, the Administrative Services Manager will manage the recruitment in one of the following ways:

#### 1. Open Competitive Recruitment:

An announcement will be developed which will include a brief description of the position, the minimum qualifications required to do the job, the salary or hourly wage, the period of time during which applications will be accepted, and a brief description of the selection process. The position announcement will be placed on Mason Transit Authority's designated bulletin boards, on the Mason Transit Authority website at [www.masontransit.org](http://www.masontransit.org) and may be provided to:

- State employment agencies, i.e., WorkSource.
- Annual local Job Fair announcements which may be onboard our vehicles.
- The placement office of appropriate educational institutions, i.e., Olympic College, The Evergreen State College, South Puget Sound Community College.
- Agencies within Mason County which serve minority groups.
- Appropriate minority focused media or organizations.

A brief version of the announcement will appear in the classified employment section of the appropriate local/regional newspaper(s).

#### 2. Internal Competitive Recruitment

When the Administrative Services Manager determines that there are an adequate number of employees who might be qualified for a position vacancy, the recruitment will be managed as follows:

A position vacancy notice will be developed as outlined above and the notice will be placed on designated bulletin boards within the organization and in Paylocity Community. If an adequate number of qualified candidates do not apply for the position, the Administrative Services Manager

in conjunction with the hiring department may extend the recruitment period or move to the open recruitment process defined above.

## **Selection Process**

Each step in the selection process will be designed to evaluate the knowledge and skills required to perform the work in a specific position. Applicants will be treated in a uniform manner and without regard to any protected status including race, color, creed, national origin, marital status, age, sex, disabled veteran status, or the presence of any physical, mental or sensory disability, and with proper regard for their privacy and constitutional rights.

It is Mason Transit Authority's policy that spouses and immediate family shall not be employed in positions where one supervises the other, or audits, his/her work, or where they are in direct or potential competition with each other. Conviction records shall not be used as a factor in hiring except when a particular type of conviction has a direct relationship to the position involved.

## **Applicant Evaluation**

Preliminary screening of applications shall be done by the Administrative Services Manager or his/her designee, and then referred to the hiring department manager. The weights assigned to each step in the evaluation process or to any test which is administered will be determined by the Administrative Services Manager and hiring department manager based on the requirements of the position. The evaluation will consist of, but not be limited to, the following steps:

1. The accurate completion and timely filing of the application and such other supplemental forms or required attachments as described in the position announcement;
2. An evaluation of the application to determine whether or not the applicant meets the stated minimum requirements of the position;
3. Any one or more of the following procedures: a written or video test, an oral interview, a performance test, or an evaluation of experience and training to determine qualifications.
4. Verification of any required licenses, certifications, work history, driving records, academic records, or other records as may be required to fulfill the duties of the position;
5. An interview with the hiring department;
6. A medical examination and/or medical tests to determine fitness for the position including required pre-employment drug tests in the case of hiring for a safety-sensitive position; and
7. A check of personal and professional references; and
8. The evaluation of the individual's performance during the applicable probationary employment period, if any.

## **Trainee Opportunities**

Trainees may be accepted for on-the-job training for those positions for which there is sufficient guidance and supervisory personnel to develop employee potential. The existence of such positions shall be determined by the hiring department manager with approval of the General Manager.

## **Job Descriptions**

Job descriptions are periodically reviewed, evaluated and, where necessary, revised to ensure that they are job-related and consistent for the same job from one department or unit to another. Job descriptions are reviewed to ensure that they are job-related and do not screen out minorities and women. The job descriptions used are made available to those members of management who are significantly involved in recruiting, screening, selecting and promoting. Recruitment sources are provided with the requisite job-related information, and thus are able to recruit qualified persons on a nondiscriminatory basis.

## **Transfer and Promotion Practices**

Mason Transit Authority's transfer, reclassification and promotion practices monitored on an annual basis to ensure that lateral and vertical movement occurs without regard to any protected status,

including race, color, creed, national origin, marital status, age, sex, disabled veteran status, or the presence of any physical, mental or sensory disability.

## **Training**

Mason Transit Authority encourages all employees to seek training to develop skills and may offer different training programs as applicable and where budget permits, to all employees in an effort to ensure the workforce can improve their skills as a means to provide greater opportunities for career development and progression. Mason Transit Authority also provides appropriate EEO and related training to all supervisors and managers within 90 days of hire or entering in to such supervisory/management roles.

## **Compensation and Benefit Programs**

The object of Mason Transit Authority's compensation and benefit programs is to permit the organization to attract, retain and motivate high caliber employees and to provide compensation and benefits commensurate with the organization's financial goals and constraints, and with comparable and competing organizations. The compensation and benefit programs are periodically reviewed to ensure equal treatment is provided to all employees. The established programs are nondiscriminatory and are administered without regard to any protected status, including an individual's race, color, creed, national origin, marital status, sex, disabled veteran status, or physical, mental or sensory disability.

## **Disciplinary Process**

Mason Transit Authority uses a system of progressive discipline including, but not limited to, the use of counseling sessions (informal) for minor infractions, oral and/or written warnings (formal) for more serious infractions or repeated violations, and suspension and/or termination for significant conduct violations.

Mason Transit Authority's Performance Counseling Policy is designed to provide a structured corrective action process to improve and prevent a recurrence of undesirable employee behavior and performance issues. It has been designed to be consistent with the agency's values, human resources best practices and employment laws. The approach is to emphasize the opportunity for the employee and the supervisor to resolve performance problems through discussion and coaching, while recognizing that acceptable performance is the goal the employee must achieve. Through all steps of the Performance Counseling, the employee is outlined with expectations and the outcome should the performance not improve.

All employees are afforded the opportunity to verbally or in writing respond to any alleged infraction or violation prior to the administration of disciplinary action. Employees are also provided a copy of Mason Transit Authority's Employee Handbook at the time of their hire and throughout their employment as rules and regulations are amended or changed.

The assessment of the disciplinary action imposed upon employees by Mason Transit Authority during this reporting period indicates that the rules and regulations set by Mason Transit Authority are applied fairly and consistently without discrimination.

## Work Force Composition/Statistical Data

The current workforce composition, the organization's departments and employee movement activity by minority and female status are listed below. Also, listed below is the number of applicants for employment in each job category that we had filled externally and internally year to date to include the number hired, cross-referenced by sex and race.

We review this data to identify any adverse effect in personnel processes for minorities and women.

### Equal Employment Opportunity

#### Job Categories for All

#### Departments

##### **A EXECUTIVE SENIOR LEVEL OFFICIALS/MANAGERS**

General Manager (1)  
Administrative Services Manager (1)  
Operations Manager (0)  
Maintenance Manager (0)

##### **B PROFESSIONALS**

Executive Assistant/Clerk of the Board (1)  
Operations Supervisor (1)  
Safety & Trainer Supervisor (1)  
Comm Center Supervisor (0)  
System Administrator (0)  
Building Superintendent (0)

##### **C ADMINISTRATIVE SUPPORT**

Customer Service Representative/Scheduler/Dispatcher (3)  
Operations Coordinator (0)  
Accounting Assistant (2)  
Technical Support (0)

##### **D OPERATIVES**

Operators (11)  
Worker/Driver Operators (0)

##### **E CRAFT WORKERS**

Lead Mechanic (0)  
Service Mechanic (0)

##### **F SERVICE WORKERS**

Detailer/Fueler (0)  
Facility Tech (0)  
Custodian/Maintenance (0)

## Position Titles and Descriptions for All Departments

### Administrative Department

**General Manager:** Provides leadership and managerial direction to all MTA services and resources and serves as principal advisor to the Mason Transit Authority Board. Directs transit operations, maintenance, planning, marketing, financial and human resource functions to attain the goals and objectives of the system. Ensures the efficient utilization of employees, funds, materials, facilities, and time. Establishes annual goals and objectives, short- and long-range plans, and procedures to ensure the policy direction of the Authority Board is carried out in an expeditious and cost-effective manner. A primary responsibility is to serve as a representative and to strengthen relationships with

other agencies, jurisdictions, state and federal regulatory agencies, local media, citizen interest groups and private businesses.

**Administrative Services Manager:** This position plans, organizes, manages, and oversees the agency's administrative staff and activities including all aspects of Human Resources; Drug and Alcohol Program Management; fare revenue; contracts; grant management and compliance; financial accounting and reporting; forecasting and planning to ensure fiscal health and sustainability; budget preparation; payroll and procurement. Assures compliance in Human Resources and financial management of state and federal policies, regulations and requirements. Assist other departments in Human Resources including training, corrective action, hiring, investigations and termination proceedings. This position serves as the EEOO, Drug and Alcohol program manager, and DBE Compliance Officer.

**Accounting Assistant:** Responsible for accounts payable, accounts receivable, payroll, cash receipts and a variety of accounting controls in support of financial accountability and good stewardship. Responsible for the Volunteer Driver program administration and Human Resource assistance.

**Executive Assistant/Clerk of the Board:** this position is responsible for providing high-level administrative support by conducting research, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. This position also serves as Clerk of the Board to MTA's governing Board, responsible for agency records, Public Records Requests and serves as the Public Records Officer.

**System Administrator:** Responsible for leading and performing all IT related activities of the agency. This position is accountable for ensuring continuity of IT systems throughout the agency through planning, technical leadership and project management. Maintain and monitor end-user workstations and productivity on local area network. Perform a variety of maintenance, software installation, end-user support and training tasks to ensure end-user workstations and network performance meet MTA and user requirements. Provide support to staff on all MTA-supported applications. Troubleshoot computer problems, determine source and advise on appropriate action.

**Technical Support Analyst:** Perform a variety of maintenance, software installation, end-user support and tasks to support and ensure workstations and network performance meet MTA and user requirements. Provide support to staff on all MTA-supported applications. Troubleshoot computer problems, determine source and advise on appropriate action.

**Accounting Coordinator:** Oversees accounting and financial functions, performs a variety of professional technical accounting duties and financial recordkeeping functions. This includes assisting in the preparation of the annual budget, monthly and year end financials, quarterly DOR reports, quarterly grant reimbursements and reports. Provides review of the functions related to payroll, accounts payable, accounts receivable and other areas of fiscal accounting as assigned.

## **Operations Department**

**Operations Manager:** Plans, organizes, directs, and controls the provision and operation of public transit services including fixed route and demand-response and associated safety and training programs; ensures and leads service coordination, quality and transit security efforts; supports, supervises, maximizes and evaluates the performance of team personnel. Develops and

implements policies and procedures. Reviews system performance and reporting of transit services. Oversees compliance with the Americans with Disabilities Act regulation and appeal processes and acts as the Title VI coordinator.

**Operations Supervisor:** Plans, supervises and coordinates activities to monitor, evaluate, control and maintain the quality of scheduling, fixed-route, dial-a-ride, route deviated and special event transportation services; supervises and evaluates drivers; reviews and takes appropriate action regarding events, accident and incident reports, customer comments, employee attendance and other performance areas.

**Safety and Trainer Supervisor:** Conducts transit driver, worker/driver, and other employee training and retraining in safe vehicle and equipment operation, passenger relations, emergency and accident procedures; conducts training analysis, serves on inter- and intra-organizational committees, including MTA's Safety Committee and Service Review Committee, Mason County Emergency Management planning team and others as assigned; prepares, provides and evaluates training programs and initiatives.

**Communication Center Supervisor:** Plans, supervises and coordinates activities to monitor, evaluate, control and maintain the quality of scheduling, dispatching, fixed-route, dial-a-ride, route deviated and special event transportation services provided to the riding public in accordance with established Agency standards; coordinates a team approach to training, supporting, assisting, supervising and evaluating dispatcher/schedulers; reviews and takes appropriate action regarding events, accident and incident reports, customer comments, and other performance areas.

**Scheduler/Dispatcher:** Dispatches and coordinates movement of transportation service vehicles to various locations within the agency's service area. Receives and processes ride requests for demand response and route deviated services. Responsible for scheduling and dispatching fixed route, dial-a-ride, route deviated and special event services and the coordination of drivers and vehicles.

**Operator (Driver/Worker-Driver):** Responsible for providing efficient and safe operation of motor vehicles, passenger assistance, radio operations, recordkeeping and adherence to all applicable laws. Responsible for providing excellent customer service, properly collecting all authorized fares; and promoting and maintaining positive relationships with customers and co-team members.

**Operations Coordinator:** Coordinates ridership and community outreach projects and events; assists in planning, coordinating and implementing complex short- and long-range service goals; works with the public, other transportation planning agencies and Mason Transit Authority staff to help design and implement efficient and productive transit service; collects and studies ridership trends, demographics and community development projections to create projections based upon best available data; analyzes fixed route structure and alignment, making route and service change recommendations; reviews efficiency and effectiveness of Dial-a-Ride; and assures compliance with state and federal ridership reporting requirements.

## **Maintenance Department**

**Maintenance Manager:** Plans, organizes, leads and ensures the overall safety practices and maintenance functions for preventative maintenance and repair of all fleet vehicles and agency facilities; supports, maximizes and evaluates the performance of team personnel. Supports and plans capital projects. Requires effective and cooperative relationships with other MTA teams,

community and transit leadership. Develops budget and schedule for vehicle replacement and departmental needs.

**Lead Mechanic:** Plans, coaches, and coordinates activities to monitor, evaluate, control and maintain the overall safety practices and preventive maintenance, routine service and repair of all MTA owned vehicles and equipment in accordance with established Agency standards; coordinates workload for service mechanics; reviews and takes appropriate action regarding events, accident and incident reports, and customer comments.

**Service Mechanic:** Responsible for performing preventative maintenance, diagnosis and necessary general repairs on all diesel, gasoline and alternative powered vehicles and equipment.

**Detailer/Fueler:** Provides support to the Maintenance Department by performing a variety of duties including fueling, washing, cleaning and detailing transit vehicles.

**Facility Technician:** Responsible for a variety of maintenance tasks to MTA facilities including ground maintenance such as mowing and trimming; makes repairs to shelters and bus stops; special projects such as painting and construction; maintain irrigation systems.

**Custodian/Detailer:** Responsible for providing support for facilities maintenance and the custodial requirements of the Agency to maintain the cleanliness of all MTA's facilities, and to perform fueling and detailing of vehicle interiors and exteriors.

**Building Superintendent (T-CC):** Oversee the day-to-day operations of the community center components of the T-CC, including custodial, safety, security, maintenance and transit services coordination; serve as tenant liaison and resolve tenant issues; oversee event rental and setup, assign workload of T-CC Assistant/Custodian based on facility needs; track T-CC usage and report to management; track cost and budget for the T-CC.

**Custodian (T-CC):** Responsible for assisting in the implementation of a wide variety of activities at the MTA Transit-Community Center (T-CC), including but not limited to, major custodial and maintenance duties, event set-up, clean-up, and oversight of events at T-CC.

## **Work Force**

As of December 31, 2021, the work force composition consists of a total of sixty-seven (67) employees. Of that number, eight (8) or 11.9% are minorities and twenty-one (21) or 31.3% are women.

## **Employment Opportunities (External Recruitment)**

During the year 2021, a total of ten (10) employees were hired into vacant or new positions. Of that number four (4) or (40%) were women. Two (2) minorities or (20%) were hired.



The following positions were filled through external recruitment efforts:

A. Executive/ Senior Level Officials/ Managers	One
B. Professionals	Two
C. Administrative Support Workers	None
D. Operatives	Six
E. Craftsmen	One
F. Service Workers	None

### **Promotions/Transfers (Internal Recruitment)**

In 2021, one (1) individual was promoted into a different position, one (1) non-minority male.

In 2021, two (2) individuals were temporarily transferred.

In 2021, zero (0) individuals were demoted.

### **Terminations/Separations (Involuntary/Voluntary)**

During 2021 to date, 11 employees separated from Mason Transit Authority employment as illustrated below.

- Voluntary (resignations/retirements):
  - Two (2) were non-minority male
  - Two (2) were non-minority female
- Involuntary (terminations/lay-offs):
  - Five (5) were non-minority male
  - Two (2) were non-minority female

The termination's/resignations (includes retirement) by job category are as follows:

A. Executive/ Senior Level Officials/ Managers	One
B. Professionals	One
C. Administrative Support Workers	One
D. Operatives	Seven
E. Craftsmen	One
F. Service Workers	None

### **Disciplinary Actions**

Mason Transit Authority's Performance Counseling Policy applies to all Mason Transit Authority employees and is designed to provide a structured corrective action process to improve and prevent a recurrence of undesirable employee behavior through a progressive discipline approach. MTA collective bargaining agreements mirror the language of the Performance Counseling Policy.

In 2021, there was one (1) occurrence of suspension resulting in a loss of pay during the suspension period.

### **Training**

Mason Transit Authority will take action to review the utilization of career enhancing opportunities of all employees with a focus on female and minority staff access. Management will be informed of the programs' effectiveness at semi-annual meetings.

## 2021 Applicant Flow by Job Category, Number Hired, Cross-Referenced by Sex and Race

Job Category (10 positions filled)	# of Applicants	# of People Hired	# of Applications M/F			# of Applications by Race								
			Male	Female	N/A	Non-Minority	Hispanic	African American	Asian	American Indian	Other	Gender Only	Blank	
Executive/ Senior Level Officials/ Managers	9	1	6	3	-	-	-	-	-	-	-	-	-	9*
Professional	13	1/F-NM 1/F-M	4	9	-	8	1	1	1	1	1	-	-	
Craftsman	4	0	3	1	-	3	0	1	0	0	0	-	-	
Operator	55	5/M-NM 1/F-NM	39	15	1	40	1	2	2	1	7	-	2	
Administrative Support Worker	1	0	-	-	-	-	-	-	-	-	-	-	-	
Laborers and Helpers	4	1/M-M	4	0	-	2	0	0	0	1	1	-	-	
<b>Total</b>	<b>86</b>	<b>6/M 4/F</b>	<b>46</b>	<b>21</b>	<b>1</b>	<b>40</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>8</b>	<b>-</b>	<b>10</b>	

Job Category (10 positions filled)	# of Applicants	# of People Hired	# of Veteran Applicants				# Applicants with Disability			
			Not a Veteran	Veteran	# of Veterans Hired	Blank	No Disability	Disability	# Hired with Disability	Blank
Executive/ Senior Level Officials/ Managers	9	1	-	-	-	9	-	-	-	9*
Professional	13	2	13	0	0	-	11	1	0	1
Craftsman	4	0	3	1	0	-	3	1	0	0
Operator	55	6	47	4	2	4	41	8	2	4
Administrative Support Worker	1	0	1	0	0	-	1	0	0	-
Laborers and Helpers	4	1	3	1	0	-	3	0	0	1
<b>Total</b>	<b>86</b>	<b>10</b>	<b>53</b>	<b>3</b>	<b>2</b>	<b>12</b>	<b>45</b>	<b>8</b>	<b>2</b>	<b>15</b>

\*General Manager (Executive/Senior level officials/Managers) position hired by 3<sup>rd</sup> party, Prothman, that did not collect EEO data beyond sex of applicants.

## **Monitoring and Reporting**

To ensure our EEO Program remains effective, we will review our statistical data pertaining to our external applicant flow data, internal promotional activity, grievance, separation activity and EEO compliant activity on an annual basis. We will do this to help us understand the current overall demographics of our workforce and to determine if there are any disparate impacts to address based on our employment practices and opportunities for improvement.

After reviewing and analyzing this data, the EEOO will meet with the General Manager and department heads semi-annually to share the results of the employment activity mentioned above and make any necessary recommendations. From these meetings, the EEOO will make any necessary changes to our plan in order for Mason Transit Authority to continue its commitment as an equal opportunity employer and an employer of choice.

Monitoring program components will consist of:

- Ensuring that the EEO Policy and this Plan and related information is being disseminated properly.
- Maintaining and monitoring records on all sources of referrals, applicants, hires, promotions, transfers and terminations by race and sex.
- Reviewing all testing selection, promotion, and training procedures to ensure nondiscrimination.
- Studying the utilization analysis for women and minorities and establishing goals for all job groups showing underutilization.
- Reviewing progress toward established goals and making necessary adjustments to correct potential deficiencies.
- Monitoring, measuring, and evaluating individual department implementation outcomes on a quarterly basis.
- Reviewing and providing report results to the General Manager and department heads.

Mason Transit Authority has no subrecipients or contractors who meet the EEO Program requirement threshold, and accordingly has no responsibility for external monitoring, except to make sure that any outside entities involved with recruitment or training have a copy of the EEO policy statement and undertake all recruitment and training activities in compliance with this program.

The EEOO and the General Manager will review all Collective Bargaining Agreements and all contractual provisions to ensure there is not a disparate impact.

Upon receipt of any concern or complaint submitted by an employee or applicant who feels he or she has been treated in a discriminatory fashion, the EEOO will investigate and provide results to the General Manager within 30 days. The EEOO will track claims to determine and identify any trends and to ensure that the investigation and resolution process is timely and fair.

The EEOO will report quarterly to the Executive Team, which consists of the General Manager and department managers, the progress of the EEO Program and results of monitoring, including but not limited to hiring, promotions and status of EEO complaints.

The EEOO will review and approve the EEO training for supervisors. The training will include Anti-Discrimination and Harassment training as well as Diversity and Inclusion. Training will also include hiring, promotion and training procedures.

The EEOO will meet annually with the General Manager to review goals and statistics on employment practices and policies. All new job descriptions will be reviewed by the EEOO to ensure that the position

requirements are legitimate and do not cause a disparate impact. All changes and revisions of personnel policies will be review by the EEOO to ensure compliance to EEO regulations and that the policy supports Mason Transit Authority EEO Program goals.

## **Goals and Timetables**

A goal is defined as a target for the hiring and/or the promoting of women and minorities in a job category in which statistically underutilization has existed in the job category. A goal is not a rigid or inflexible quota, but rather a reasonably attainable objective which is to be aggressively pursued by applying every good faith effort to make all aspects of the Affirmative Action Program work.

Short term goals represent the next increase in minority and/or female employment in a particular job category within the next eighteen (18) month period. Long term goals are projected on a five-year basis. Both short- and long-term goals must be flexible and capable of modification in order to ensure they provide practical results. The goals are based on anticipated employment opportunities, which may result from the need to address staff increase, turnover rate, promotion and job availability.

### **A. Short-Term Goals**

Short-term goals reflect service and staff expectant needs within the next 6- to 12-month period and with a low turnover rate (both historically and projected), opportunities for correcting underutilization will be improved. However, Mason Transit will aggressively pursue the overall objectives of the Affirmative Action Program by affording employment preference to women and minorities in the underutilized job categories within this program.

### **B. Long-Term Goals**

Over the next 5-year period, it is anticipated that expansion of the fixed route service will occur, which will result in an increase in the Operator workforce. A limited number of drivers and supervisors may be required to put the increased service into effect. Most job categories will see increases in the next five years.

## **Identification of Problem Areas**

- Potential Problem: Insufficient female applicants for jobs in the skilled trades.
  - ✓ Corrective Action: Increase applicants by more frequent contacts with schools and other agencies serving this population. Encourage female employees to refer female applicants.
- Potential Problem: Underutilization of minorities and women in specific jobs.
  - ✓ Corrective Action: Attempt to reach targeted groups through the utilization of minority publication, community organization and personnel agencies.
- Potential Problem: Lack of programs to facilitate upward mobility.
  - ✓ Corrective Action: Encourage employees to enter work/study programs and especially encourage minority and female participation.

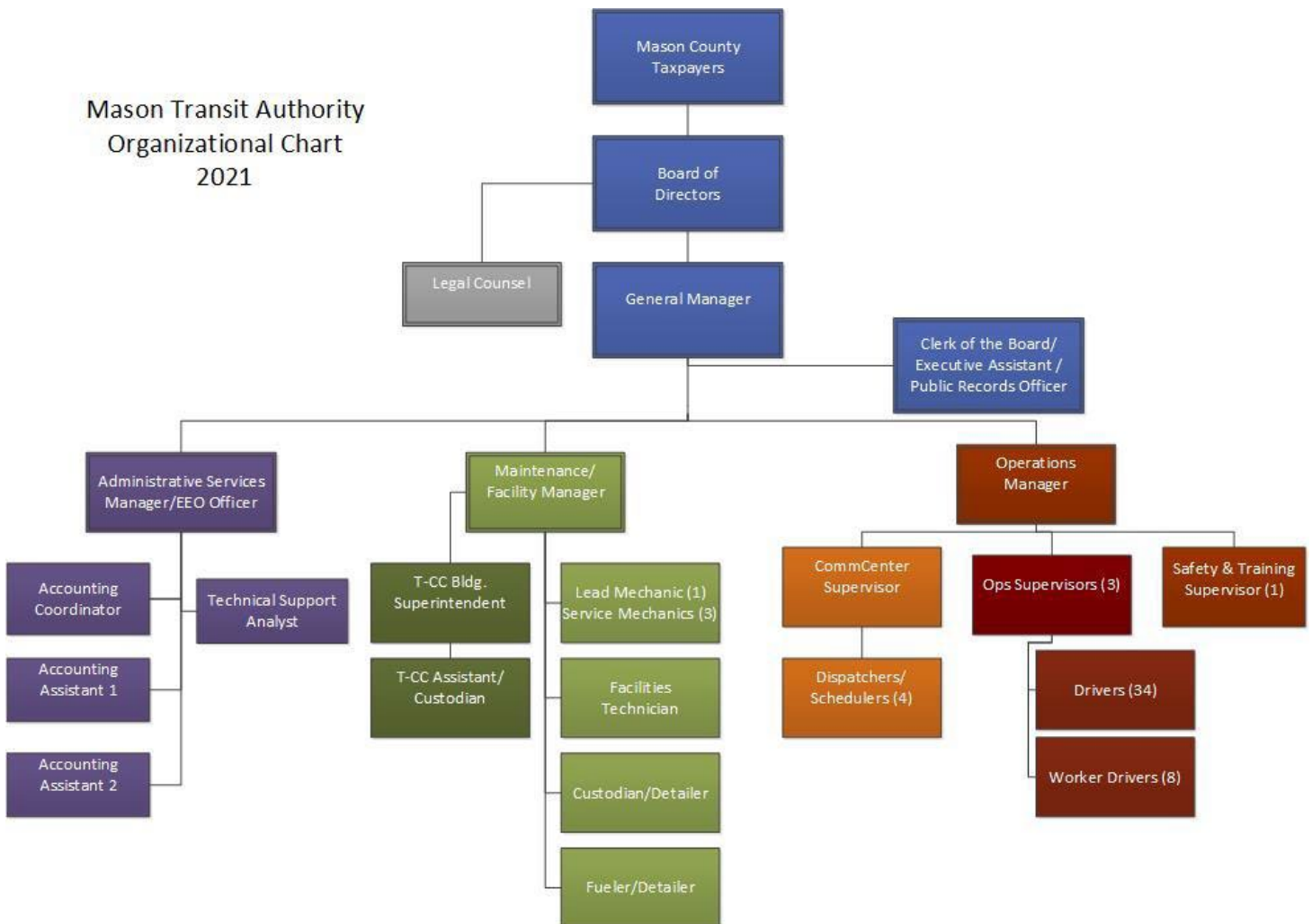
- Potential Problem: Position descriptions may request qualifications not necessary to perform the job.
  - ✓ Corrective Action: Conduct annual review of position description to ensure they reflect job functions and do not require qualifications which may make it difficult for female and minorities to apply for positions.

## Grievance Process

An applicant or employee who thinks he or she is being treated unfairly in employment opportunities because of race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), age, genetic information, disability, veteran status or other protected class may file a complaint with the EEO. If the EEO is unsuccessful in resolving the complaint, the individual may file the complaint with the General Manager.

If not satisfied with the General Manager's course of action, the individual may choose to file a complaint with either the Washington State Human Rights Commission or the Federal Equal Employment Opportunity Commission.

## Organization Chart as of February 5, 2021



## **Appendix A: Good Faith Efforts Made/Areas of Opportunity**

### **Recruitment Process/Applicant Flow:**

An analysis of the minority and female applicant flow at this facility December 4, 2020, reveals that this population has shown interest in job opportunities at Mason Transit Authority – approximately 16% were minority and 13.7% were female.

To further our equal employment opportunity commitment, we will continue to aggressively recruit (through advertising media, job fairs and referral sources) women and minority applicants for all job openings.

In addition to the above applicant flow sources, we will proactively seek out local diverse organizations and associations at our local community college to make Mason Transit Authority more visible and known. We hope to attract more women and minority applicants with this targeted approach. With our efficient and seamless online solution to recruitment, we hope that this will make our job opportunities more visible to attract more applicants and make it easier for them to apply. This has also enabled us to track and manage our applicant flow data electronically for retention and reporting needs more efficiently.

Lastly, we have looked at ways to improve our screening process to give as much opportunity for individuals to qualify for our jobs. For driver recruitment, we have implemented A Day in the Life of a Driver, which has helped applicants get an understanding of what it is like to be a bus operator prior to being hired.

### **Training Programs**

Training is a top priority for Mason Transit Authority and all employees - including minorities and women - are afforded equal opportunity to participate, depending on the particular training activity, need, or subject. Mason Transit Authority seeks within the limits of available resources, to offer training to increase an employee's skills and knowledge that is related to their duties/functions, or to maintain required licenses and certifications as part of the position.

### **Desegregated Facilities**

All Mason Transit Authority facilities have been desegregated in common areas.

### **Transportation**

The availability of adequate transportation has not impeded the employment of minority or female employees to any significant degree. Mason Transit Authority provides transportation to all its guests free of charge in-county and for a fee of \$1.50 out of county. Several types of passes are available for out of county services as well. Employees and their dependents receive free bus passes.

### **Technical Compliance**

We are in compliance with all technical requirements such as poster display, application retention, subcontractor notification, and the inclusion of the Equal Employment Opportunity clause in all appropriate contracts or agreements entered into provided by Mason Transit Authority.

### **Work Force Attitude**

Management staff is available to always assist in the resolution of problems. Management has taken prompt action and has a strong commitment toward preventing harassment in the work environment and maintaining a positive work environment. Mason Transit Authority has made a commitment to its employees to provide additional training sessions on workplace/sexual harassment and Americans with Disabilities Act as time permits.

The overall work force attitude has enabled Mason Transit Authority to foster a culture of caring and respecting each of our unique differences and that of the community we serve. At this time, we have received no official internal or external EEO violation complaints. We continue to monitor this activity and will make any needed improvements in order to sustain a positive work force attitude.

### **Review of EEO Performance**

To enable this facility to meet federal EEO reporting requirements and provide information for internal analysis, reviews will be made of EEO Performance, and this document will be updated on an annual basis.