



King County Metro

# EEO Program Report

## 2024 Update

March 15, 2024



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This document is available in alternate and accessible formats upon request by contacting the EEO Office:

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# Introduction from Metro's EEO Officer

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On behalf of the Equal Employment Opportunity (EEO) Office for King County Metro, I am pleased to present this 2024 Update to our [2022 EEO Program Report](#), marking the third consecutive year Metro has published a report on its EEO programming and metrics for its employees. Normally, these reports are only published every four years and submitted to the Federal Transit Administration (FTA). This report continues the commitment the EEO Office made to building effective and transparent structures to hold Metro accountable to creating a workplace where everyone can thrive.

Last year, in our 2023 Update, we highlighted an investigative report and recommendations coming from Metro's Vehicle Maintenance Division, often referred to as the VM Report. That report brought issues of gender equity to the forefront—with many individuals, leaders, and groups across Metro calling for change, action, and accountability.

In this 2024 Update, we revisit the VM Report and detail many of the actions taken since its publication. Also new for this Update, you will find:

- Complaint Data Received and Processed by the EEO Office
- Enhanced Employment Data, Disaggregated by Race, Gender, and Division
- Updates and Impacts from the EEO Survey

The above additions started as recommendations that came directly from Metro's workforce. Thank you to the **many** public-facing employees and operators who provided critical feedback and their candid thoughts on how we can make Metro work better for them. Thank you for challenging me and the EEO Office to try new things.

As always, I must thank our partners in Employee Services (particularly the teams in Metro Human Resources, Transit Employee Labor Relations, and Organizational Health and Development), and the Equity, Inclusion, and Belonging Team. Special thanks to the County's Department of Human Resources (DHR) team that partnered with us to generate the enhanced employment data. And, of course, thank you to the staff in the EEO Office for their dedication and heart in advancing civil rights and equity for our employees.

If you have questions about this report or have suggestions on how we can improve it, please contact me directly or the EEO Office at [MetroEEO@kingcounty.gov](mailto:MetroEEO@kingcounty.gov) or (206) 477-9454.

Sincerely,



Christopher Takashi Bhang (he/him)

King County Metro EEO Officer

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# EEO Office – Mission, Vision, and Values

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## Mission

To protect civil rights and advance equity for all King County Metro employees.

## Vision

A Metro free of discrimination where everyone can professionally grow and thrive, regardless of who they are and the identities they hold. The Metro EEO Office will do its part to keep our region moving by providing Metro employees and leadership trustworthy information and data to drive equitable employment decisions and policies.

## Values

**Equity.** We name and acknowledge that racism, sexism, ableism, transphobia, and xenophobia are real, systemic maladies that are rooted in our nation's long history and practices of legal segregation, discrimination, and colonization. The knowledge of the past and present effects on the workplace informs our future work.

**Expertise in Civil Rights Law.** We celebrate that civil rights laws are monumental achievements of our society, fought for by countless leaders and martyrs of justice, including our County's namesake, the Rev. Dr. Martin Luther King, Jr. We honor their memories with sophisticated expertise in the equal and unbiased application of these laws.

**Compassion.** We listen to the voices and stories of those affected by discrimination with empathy and compassion, regardless of the merits of their allegations. And as a neutral party to these matters, we similarly will treat those alleged to have violated policy or law with equal respect and compassion, knowing that investigations can be a difficult process to experience, and never assuming wrongdoing or intent.

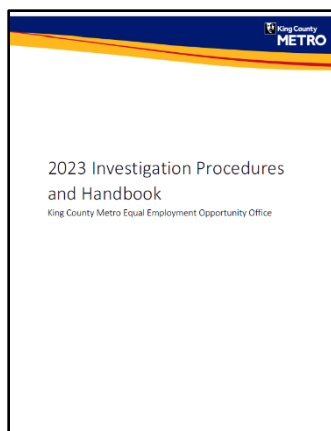
**Transparency.** We practice transparency in our processes, knowing that true transparency leads to accountability. We will strive to ensure that the Metro workforce knows about our policies and procedures in investigations, compliance with federal law, and Metro's EEO Plan. We invite engagement and critique that leads to positive change and innovation.

**Cooperation.** We acknowledge that we are part of a larger structure, where partnership with other departments, leadership, and employees is crucial to translating the information and data we provide into meaningful action. While the Office shall operate as independently as possible and free from outside influence, we value the expertise and cooperation of the many talented professionals throughout King County in doing what is just and equitable.

# EEO Office – Processes and Function

Entering its fourth year as its own office, the EEO Office has grown to respond to Metro’s need to comply with federal law and advancing equity in the workplace for all employees. This section explains more about what the EEO Office does. If you or your work group have questions or would like an EEO Staff member to give a presentation on the EEO Office’s function, please email [MetroEEO@kingcounty.gov](mailto:MetroEEO@kingcounty.gov).

## The Handbook



The EEO Office published its first Handbook in 2023, which details the standard procedures and analysis for receiving, investigating, and analyzing reports of discrimination, harassment, retaliation, and inappropriate conduct. These standard procedures are designed to help build trust in the EEO Office and demystify its purpose and role in workplace conflicts.

With these procedures in place, all matters reported to the EEO Office will be received, addressed, and analyzed in an open and predictable manner. Employees should not feel isolated or uninformed after making a report or if they are part of an investigation. The full Handbook is available for all employees and prospective employees to read [here](#).

## The Reporting and Investigation Process

The EEO Office created a simplified version of our investigation process into a step-by-step process map. It can be accessed [here](#). The document also contains a Frequently Asked Questions section that explains the basics of what the EEO Office does and how it conducts investigations. A copy is also included at the end of this Report as Appendix B.

The document will walk you through all steps of our process: receiving reports, conducting an intake process, drafting of complaints, providing notices to parties, conducting the investigations, writing findings, and closing out a case.

If your work group would like a physical copy of this poster, please email [MetroEEO@kingcounty.gov](mailto:MetroEEO@kingcounty.gov).



## Coordination Team

The EEO Office continues to convene a Coordination Team that is comprised of leadership from EEO, Employee Services (ES), Transit Employees Labor Relations (TELR), Human Resources, Equity, Inclusion, and Belonging (EIB), and division leadership, when appropriate. The purpose of this Team is to ensure that all matters reported to the EEO Office are given an appropriate and coordinated response by Metro.

This Coordination Team focuses on highly sensitive and confidential matters arising from allegations of discrimination or data gathered by the EEO Office. The Team focuses on coordinating efforts prior to and during an investigation. Post-investigation action or remedy may be discussed as it relates to an investigative finding, but it is generally not the focus of this Team. This allows the EEO Office to retain its independence to conduct impartial investigations.

## What's New for 2024

- **Case Management IT Solution.** In the last biennial budget, the EEO Office secured \$1.2 million to develop an Information Technology (IT) solution to assist the Office in the administrative and data management of all matters reported and investigated by the EEO Office, with functionality that could be expanded across the County enterprise. In addition to employment complaints, the project was also designed to include complaints filed under the Americans with Disabilities Act and Title VI of the Civil Rights Act, monitor and log reasonable accommodations for people with disabilities, monitor responses to the Federal Equal Employment Opportunity Commission (EEOC), and a possible separate system for DHR's Workforce Equity investigations.

The EEO Office is the project sponsor for this work and is receiving dedicated project management support from the talented professionals in Metro's Technology Project Management Group and the King County Department of Information Technology (KCIT). This project is also guided by a steering committee that includes County experts in civil rights laws, investigations, and information-technology, as well as senior level leadership from DHR and Metro.



After nearly two years of planning and concept design, a contract was signed in November 2023 to build the IT Solution on the Origami Risk platform—the same platform as Metro's SSaM reporting system. The Project will be rolled out in phases, with the EEO Office's portion to be completed for testing by Q3 2024. Completion of this first-of-its-kind unified case management system will mark a major milestone for the EEO Office and County's efforts to creating an efficient and transparent process for conducting investigations and generating reports for truly data-informed initiatives.

- **New Investigator Project Managers.** In 2023, the EEO Office hired two new investigators after receiving budget authority for these full-time career service positions. Investigators are highly skilled and trained in investigative techniques, civil rights laws, and project management. They operate at the highest levels of integrity in handling highly sensitive/confidential information in providing unbiased investigations. Investigators also serve a dual role as Project Managers in affirmatively advancing EEO at Metro. Their projects will begin in 2024 with a focus on recruitment and the Bus Operations Division.
- **Training and Expanded Presence.** With more personnel and updated procedures, the EEO Office staff will begin piloting in-person training and education at bases and other physical worksite locations by the end of Q2 2024. These trainings were developed in response to the needs of Metro employees to know their rights under civil rights law, and will include material beyond nondiscrimination complaints, including how to file for reasonable accommodations for disabilities, how to take protected leaves, and changes in federal law that expand protections for pregnant workers. Providing education to employees on how to exercise their civil rights is

also well in-line with many of the objectives of the gender equity work described later in this report. Please contact the EEO Office to request education and training with our staff.

- **The Second Coordination Team.** Leaders from EEO, Organization Health and Development (OHD), and EIB have begun convening regularly to coordinate efforts and strategies related to improving conditions for workgroups and throughout Metro. This team operates separately and independently from the original Coordination Team and does not discuss individual complaints of discrimination or sensitive matters that arise from investigations.

## Answering Your Questions

The EEO Office continues to receive many questions about its process and operations, many of which are not addressed in our other materials. Here are some important questions we've received and the answers. If you have other or more questions, please contact our Office.

- **Q: Why did the EEO Office publish the VM Report but not other reports?**

The VM Report was published for several reasons. First, because of the wide-reaching implications and impact of the study—dating back 10 years into one of Metro's largest divisions. From the beginning, the investigation was purposefully publicized as a matter of transparency, to reduce the potential of retaliation through widely-distributed communications. The EEO Office committed to ensuring that the findings would be accessible to all Metro employees. Second, the investigation did not involve any specific Respondent; meaning, no one individual was accused of having violated EEO law or the Nondiscrimination Policy. Finally, the EEO Office acted as the Complainant; meaning, no one individual was responsible for the commencement of the investigation. The EEO Office does not distribute findings to individuals, workgroups, or division leaders unless they have a legitimate need to know to protect the privacy of the individuals involved.

- **Q: Why does the EEO Office investigate some cases but not others even when there is clearly a toxic environment workplace?**

The EEO Office has very specific jurisdiction or authority when it comes to investigations. The EEO Office can only investigate matters if it involves a protected class or classes. Protected classes are things about you that you cannot nor should not have to change about yourself, such as race, religion, national origin, gender, and disability, which have been historically used to justify discrimination against groups of people.

While bullying and toxic behaviors have no place at Metro or the County, matters like this fall outside of the EEO Office's jurisdiction unless the unwanted behavior is connected to a protected class.

- **Q: Why doesn't the EEO Office discipline people who discriminate against or harass other employees?**

First, the EEO Office does not have authority to impose discipline or make changes to Metro or County policies. Second, the EEO Office must remain neutral and is not involved in the implementation of discipline or other remediation after an investigation. While the EEO Office can give context regarding its findings, decisions to take disciplinary action are made properly by Human Resources, Employee



Services, Labor Relations, and appropriate division leadership to ensure proper procedure is followed and labor agreements are honored.

- **Q: Will I find out what happened after an investigation?**

This depends on your role in an investigation. Complainants and Respondents are always given closure notices and the opportunity to meet with an investigator to discuss the outcome of the investigation. Witnesses, however, are usually not provided updates after an investigation. For privacy reasons, the EEO Office only shares investigative information with individuals who have a legitimate business reason to know.

- **Q: Why can some people voice their opinions about national or world events, but others can't because it might be called discrimination? Where does EEO draw the line?**

The EEO Office does not take a stance on national or world events to remain a neutral fact finder in investigations. However, actions taken against someone on account of their protected class that may have arisen because of outside events could constitute a violation of EEO law or the Nondiscrimination Policy.

As an example, if an employee voices support for a group of people or criticizes the actions of a nation or government, that person probably has not engaged in discriminatory or harassing conduct. However, if that employee says to their colleagues that “all people of X country are terrible humans” or begins to call for violence or action against a group of people, that would likely be a violation of our Nondiscrimination Policy because it “communicates a derogatory, unwelcome, or negative message about persons based on a protected status [nation of origin].”

If you experience or witness mistreatment because of who you are, your faith, or where you are from, please report it right away to the EEO Office by emailing [MetroEEO@kingcounty.gov](mailto:MetroEEO@kingcounty.gov) or Transit HR at [TransitHR@kingcounty.gov](mailto:TransitHR@kingcounty.gov). Please contact us if you have questions about how our Nondiscrimination Policy can apply in situations like these.

- **Q: Why should I trust the EEO Office when I feel like it has been weaponized against certain individuals or workgroups?**

Weaponization is improper and the EEO Office condemns any action to subvert its role as a neutral factfinder in investigations. The EEO Office cannot prevent anyone from exercising their rights to file a complaint of discrimination or harassment; however, with its robust intake and investigative procedure, the EEO Office provides all parties a transparent, predictable, and trustworthy process that ensures all matters that comes to the Office are appropriately addressed.

The Office also vets all claims through vigorous screening and legal analysis. The EEO Office encourages all employees and prospective employees to learn about how its process protects both those making complaints and those who are the subject of complaints, by sharing their comments, critiques, and questions.

# EEO Survey and Measuring Progress

Through the leadership of the Systems and Information Management Team in ES, Metro conducted its third annual EEO Discrimination, Harassment, and Workplace Retaliation Survey in 2023. The objective of the annual survey is to help Metro improve reporting methods and how we address these experiences in the workplace. The data from the survey helps the EEO Office and Metro understand how to improve workplace experiences for employees, informs workplace safety, illustrates the progress we've made, and highlights opportunities for Metro to continue improving.

SINCE METRO'S FIRST INTRODUCED THE SURVEY IN 2021, THE NUMBER OF COMPLETED SURVEYS HAS MORE THAN TRIPLED WITH 1,693 RESPONSES THIS YEAR.

In last year's update, the EEO Office noted specific trends by which success and progress could be measured (outside of the employment data described in later parts of this update) including:

- The fear of retaliation as a reason for underreporting discrimination will decrease.
- Knowledge of reporting procedures for discrimination will increase.
- The confidence that Metro leadership will act on reports of discrimination will increase.

Data from this year's survey indicated significant improvement in the first bullet points. Highlights include:

- **Increased Participation and Turnout.** The survey was shared via email, printed flyers, and at tabling events at 25 Metro worksites and locations. Participation has steadily increased from 10% (2021), to 14% (2022), to 33% (2023). Since Metro first introduced the Survey in 2021, the number of completed surveys has more than *tripled* with 1,693 responses this year.

Participation across Metro included a 27% increase in Bus Operations, a 33% increase in Facilities, and a 23% increase in Marine.

- **Increase of Knowledge of How to Report.** The percentage of folks who said they knew how to report discrimination, harassment, and retaliation increased from 61% in 2022 to approximately 69% in 2023.
- **Comfort in Reporting.** The percentage of respondents who said they would be comfortable reporting discrimination, harassment, and retaliation increased in almost every category (own supervisor, another supervisor, Metro's EEO office, human resources, etc.). The percentage who said "they were afraid of retaliation" or "didn't feel comfortable" both dropped by 19%.

The EEO Office is extremely grateful to the participants who provided this valuable data and feedback, and for the many volunteers who worked with the Systems and Information Management Team to ensure that all Metro employees had the opportunity to participate. The EEO Office looks forward to continuing this collaborative work in service to our employees.

# EEO Limitations and Representation in Data

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The EEO Office recognizes that the language used in this report is limited and does not adequately represent the many people groups, cultures, gender identities, and lived experiences that make up the Metro workforce. In fact, some language used may be construed as outdated and inaccurately reflects current understanding of society and people.

**WE CAN AND MUST DO BETTER IN HOW WE TALK ABOUT  
PEOPLE AND CREATE NARRATIVES THROUGH DATA.**

The EEO Office uses this language and categories of people because of its reporting requirements to the FTA. People groups such as “females”, “minorities”, and the broad racial categories are what the FTA requires Metro to report on, and the various personnel systems at the County were built to collect the demographic data in this way.

This does not mean that this is how it always has to be. In fact, in line with the recommendations from King County’s [Gender Identity and Sexual Orientation Inclusions Task Force](#), Metro’s Employee Service’s team is leading the Modernizing Employment Demographics Project to address this very issue. See page 10 in the *Next Section* for more information.

Representation in data and reporting is not just about numbers or compliance with EEO law; it is about ensuring that no one’s identity is erased and people are seen as full humans. It has always been a tactic of oppression and hate to minimize the humanity of others; by doing so, it becomes easier to harass, bully, vilify, and harm. We can and must do better in how we talk about and create narratives through data. The EEO Office will continue to work with its partners to create reliable data sets that better reflect our workforce.

# Updates on Advancing Gender Equity

## Introduction

In 2022, the EEO Office commissioned a report prepared by D Diamond Consulting to document relevant historical practices, policies, and trends from 2010 to 2021 regarding gender and sex discrimination and allegations of the presence of a hostile work environment in the Vehicle Maintenance (VM) Division. The investigators drew several conclusions and findings from their investigation and experience gathering data. Many of the investigation's findings paralleled the EEO Office's data on underutilization of women in the workforce, unfamiliarity with reporting process, and fear of retaliation.

Recognizing the call to action and realizing the findings from VM impacted all of Metro, Metro Leadership and the EEO Office immediately began to strategize and put forth tangible steps for Metro to take in response. This section provides updates to the Action Steps listed in the 2023 Update, and reports on additional action and programs put in place to advance gender equity at Metro.

## Studying the Solutions – Women at Metro Needs Assessment

In Q4 2023, the EEO Office retained the professional services of Aline Carton-Listfeld in its commitment to providing direct support to the Women Of Metro Empowerment Network (WOMEN) employee resource group (ERG) in response to the VM Report. Aline is an organization development practitioner, certified leadership coach, and change management practitioner with the Department of Human Resources' (DHR) Career and Culture Division. Among its key functions, DHR's Career and Culture Division deploys experts in organizational development strategies to departments throughout the County to advise and develop practices that promote a healthy and productive workplace.

"THOSE THAT ARE CLOSEST  
TO THE PROBLEMS ARE OFTEN  
THOSE THAT ARE CLOSEST TO  
THE SOLUTIONS"

-ALINE CARTON-LISTFELD

Aline was selected after a months-long process working directly with the WOMEN ERG and other Metro women, primarily those who work in public-facing and essential service positions, to develop a scope of work and project charter. This process resulted in this Needs Assessment that Aline is leading with support from multiple Metro divisions, including OHD, EIB, and EEO, and is sponsored by Metro's Assistant General Manager for Employee Services.

This Assessment is the counterpart to the VM Report. In that process, in close partnership with VM Division leadership, intentional efforts were made to ensure the voices of women in VM were heard to provide qualitative data to document the realities of their experiences. In this current Assessment, equally concerted efforts are being made to ensure that Metro documents solutions and ideas shared by the women in our workforce, with a more expansive focus in the VM, Rail, Facilities, Bus Ops, and Marine Divisions.

From the Assessment's Project Charter:

In the spirit of supporting all employees and in alignment with the report recommendations, the purpose of this project is to assess the needs of Metro employees who identify as women

(including persons who align with or have lived experience with being gendered female, including transgender women, nonbinary, and those assigned female at birth) to help reveal sustainable institutional solutions resulting in measurably improved workplace experiences for all women at Metro. Examples of needs may include, but are not limited to, training, professional development, skill building, career advancement, ERGs, and other positive workplace community networks of support. It will intentionally focus on women of color in public-facing and essential service positions and women in the trades, with the theory that when these women feel supported by our workplace systems and culture, then all women at Metro will benefit.

This Assessment is expected to be completed in the summer of 2024. The results and findings of this project will be included in the 2025 Update. The findings and results from this assessment will be used to inform budget/resourcing decisions and the strategic alignment and prioritization of other Metro priorities aimed at advancing gender equity in the workplace.

**To Participate in the Assessment:** Participation is optional and is focused on women employees at Rail, VM, Bus Ops, Marine, and Facilities. Employees may complete an anonymous survey here or by scanning the QR Code to the right. Answers will remain confidential and all employees who participate in the Assessment are protected from retaliation.



Aline and her team will use various on-location methods for participation at the five named divisions. Please email Aline directly if you want more information on how you can participate in the Assessment or if you have questions at [acartonlistfeld@kingcounty.gov](mailto:acartonlistfeld@kingcounty.gov)

## Building a Gender Equitable and Inclusive Workplace Supervisor Training

Throughout 2024, OHD will be providing a training for people leaders in all divisions called, *Building a Gender Equitable and Inclusive Workplace: Supervisor Training*. This training is designed to support leaders' ability to recognize the role gender bias and sexism has on disparities in our workforce, and to understand their responsibility as a people leader to create equitable work environments for their teams. This training provides people leaders/supervisors a deeper understanding in gender, gender identity inclusion, and in setting workplace expectations for staff.

## Modernizing Employment Demographics Project

While King County provides guidance and protections through its [Gender Identity in the Workplace Policy](#), Metro employees face challenges in owning and expressing their gender identity and having their name consistently reflected in the workplace. This inconsistency and uncertainty causes harm to transgender and non-binary employees and/or their dependents, as they are frequently required to deal with challenges and inquiries about their identity, particularly during the onboarding process, or changes in employment or benefits.

Currently, King County forms and employee data collection instruments do not reflect gender markers beyond male or female. This binary gender option excludes employees who have a legal gender marker designation of X and does not provide an opportunity to accurately reflect the gender identities of the employees of King County, specifically transgender women, transgender men, and non-binary employees and/or their dependents.

Additionally, Metro employees do not have a clear awareness of how their gender markers are used, tracked, or communicated, nor provided instructions on how to update their gender marker, change their first and/or last name, or use a preferred name. When a name or gender marker is requested on forms and documents, it is unclear when employees are required to use their legal name or the gender marker listed on a particular federal or state identification, rather than their preferred or accurate identifying information. This is true for both the variety of forms used to onboard new employees, as well as additional forms used over the term of employment. Different divisions and roles may track information separately and differently, and several different databases exist for these purposes. Third party vendors also have their tracking systems, which may change based on external communications with the employee as well as communication with Metro and its systems.

CURRENTLY, KING COUNTY  
FORMS AND EMPLOYEE DATA  
COLLECTION INSTRUMENTS  
DO NOT REFLECT GENDER  
MARKERS BEYOND MALE OR  
FEMALE.

The Modernizing Employee Demographics Project, launched in Q3 2023, is intended to set the foundation needed to support employees in expressing their gender and name accurately, and their gender being reported and tracked in alignment with their identity. This project is identifying gaps, duplication, and opportunities for improvement. The recommendations report, expected in Q2 2024, will offer steps to improve employees' experience, and allow employees to better control communication about and monitoring of their own identity. An iterative, continuous improvement process over time, following adoption, should ensure employees' needs are met and harm is greatly reduced. Finally, King County's employee data will reflect the gender identities of transgender, non-binary, and those who use an X gender marker, therefore accurately reflecting the communities Metro and King County serve.

## Business Transformation in Recruitment

The VM Division investigation and other reports made to the EEO revealed the need for a more transparent and standard recruitment process that Metro employees can trust.

The Metro Human Resources team, in collaboration with the Talent Acquisition Team, secured resources to drive business transformation in recruitment. This initiative aims to enhance equity outcomes for women in the trades and all employees by reforming recruitment processes and policies to foster a more inclusive and equitable environment. The Talent Acquisition Team remains committed to advancing the following objectives, as outlined in the previous year's report:

- **Standardizing recruitment processes:** Embracing standardized recruitment processes and tools enables the Metro's Talent Acquisition Team to offer candidates a consistently fair and equitable hiring experience. This involves developing standardized recruitment plans within our system of record and employing uniform templates and procedures for onboarding, probation, and recruitment implementation.

- **Diversifying the talent pool:** To promote workforce diversity, the Talent Acquisition Team has worked through standardization to expand the standard outreach planning for all recruitments to include activities that work to expand the pool of candidates from underrepresented groups. This includes engaging with candidates from diverse backgrounds through targeted outreach and partnerships with organizations supporting underrepresented communities.
- **Reducing bias in the hiring process:** Bias can undermine the fairness of recruitment, from job postings to selection and offers. Through Business Transformation efforts, the Talent Acquisition Team continues to address this challenge by implementing measures such as structured interviews, diverse hiring panels, standardized panel briefings, and providing training for recruiters, removing employment barriers (such as tests that are not tied to core job functions), creating more inclusive language in job postings, and working with hiring managers to ensure equitable candidate evaluations.
- **Building accurate recruitment data:** By establishing clean data within our system of record through standardized recruitment processes, we can generate more precise recruitment metrics for leadership and conduct accurate data analysis for addressing potential grievances or employee concerns. The Talent Acquisition Team is now working proactively in partnership with division leadership and hiring managers to identify and remove barriers that create inequities in the recruitment process.
- **Developing department-wide standard operating procedures:** The Employee Services Division is working on comprehensive standard operating procedures (SOPs) to address and prevent nepotism and other actual or perceived conflicts of interest. These Metro-specific procedures will build from King County's [Code of Ethics](#) and [DHR's Employment Conflict of Interest policy](#). In addition, updating our library of standard operating procedures is at the top of the list of priorities on our strategic plan in 2024 to create consistent and fair processes.

In alignment with Metro values, ongoing continuous improvement work through business transformation is in progress. This initiative, excluding the development of SOPs for nepotism and conflicts, is an integral part of our business transformation efforts. By implementing these changes and committing to continuous improvement, Metro is actively working towards fostering a more equitable and inclusive workplace for all employees. This dedication will positively impact Equity and Social Justice (ESJ) initiatives, as well as overall business performance.

## VM Project Management Resourcing

In late 2023, EIB leadership secured funds to support a new position dedicated to promoting gender equity at Metro. Through a competitive hiring process, Tareca Choi was selected to fill this critical role. In this newly created position, Tareca is focused on internal work as a partner and consultant on the Gender Equity Initiative in the VM Division. Tareca facilitates, coordinates, and implements key equity and belonging projects in partnership with EIB, VM Division leadership, employees, and union leaders.

Among her portfolio, Tareca is leading two projects with direct connections to the equity outcomes sought by the EEO Office. The first project is an inventory and analysis of current outreach and recruitment efforts. The second project is related to the *Making Metro Family Friendlier* work (described



below), where Tareca will focus on the requests that require long-term planning and matters that may require resolution at the bargaining table.

Tareca brings over 15 years of experience working with public and private organizations in EEO and EIB, including experience as a program manager in government and the construction industry. Tareca is a graduate of the University of Washington and a veteran with a distinguished career in the Active-Duty Air Force and the Washington Air National Guard.

## **Making Metro Family Friendlier Meetings and Requests**

In May 2023, several women met with leadership from Metro and the Amalgamated Transit Union (ATU) 587 to discuss and raise their serious and well-founded concerns about how Metro treats women, especially those with responsibilities to care for children and families. In September 2023, the same group convened again where Metro provided updates to the requests, strategically categorizing them into a plan of action.

Many of the requests were aligned with the actions reported in this Update, including: more training on rights and benefits for employees (including how to take leave and rights for pregnant workers) and retaining personnel to project manage longer-term recommendations. Metro leadership was honest about the realities that some requests were not possible, such as one-time COVID childcare subsidies; and that some requests would have to be explored with our labor partners in contract negotiations.

The EEO Office and Metro leadership are grateful for the women who initiated these meetings and made the requests. The conversations were sobering, but an important step in holding Metro accountable for making the workplace a place where everyone has the opportunity to thrive.

## **Communities of Practice – Undoing Gender Bias**

In January 2023, in partnership with Metro’s General Legal Counsel, EIB, and the EEO Office, Metro’s Organizational Health and Development (OHD) team launched a pilot project focused on supporting Metro’s leadership in addressing practical approaches to enhance and support gender equity in the workplace. OHD retained the professional services of Martin “Marty” Reinsel of Reinsel Consulting to partner in leading this effort. Marty is a clinical educator, licensed therapist, and has over 25 years of experience providing agencies support in large, culture-shifting projects through the lens of equity, inclusion, and safety in all its forms.

Marty provided consultation and direction to Metro’s leaders who were prepared to begin the steps towards making Metro a more just and equitable workplace for women, non-binary, and transgender employees. The group would be identified as a Community of Practice (CoP) initially titled *Metro Addressing Gender Equity (MAGE)* but would later be renamed as *Undoing Gender Bias: CoP for Male Leaders* to better reflect the work of the group.

The CoP’s monthly meetings began on January 23, 2023, and centered on the experiences, insights, and perspectives of women, non-binary, and transgender individuals. Some highlights and focuses of the year included:



- Promoting tangible and specific “Values, Principles, and Practices” for successfully navigating complex workplace situations involving possible gender inequities.
- Identifying and defining key concepts to promote workspaces that are more psychologically and socially safe, promoting growth-mindset approaches for managing desired changes to workplace culture.
- Fostering trauma-informed, compassionate, and non-judgmental communication practices as models of how best to approach workplace challenges related to gender inequity, harassment, discrimination, and/or retaliation; consistent with Titles VI & VII of the 1964 US Civil Rights Act.
- Introducing Accountability Partners to meet separately and promote peer-based collaboration.
- Reinsel Consulting also met with the Marine Division staff in May 2023 per recommendations from Metro leaders, due to Marine’s interest in more gender-equity actions for their division.

“THE BURDEN FOR DISMANTLING GENDER BIAS AND ADVANCING GENDER EQUITY IN THE WORKPLACE HAS DISPROPORTIONATELY FALLEN ON WOMEN LEADERS AT METRO, PARTICULARLY BIPOC WOMEN LEADERS.”

The CoP pilot successfully ended in December 2023 with plans to launch a second cohort in Q2 2024 based on the feedback and learnings of the pilot.

Metro’s OHD Leadership Development Program, in collaboration with EIB , is developing a Community of Practice (CoP): **Building Up for Women Leaders**. The burden for dismantling gender bias and

advancing gender equity in the workplace has disproportionately fallen on women leaders at Metro, particularly BIPOC (Black, Indigenous, People of Color) women leaders. Women leaders have been asked or placed in positions where they feel responsible for improving their own or others’ experiences without resources or training.

This new CoP will help expand and strengthen leaders’ capacity to facilitate fruitful conversations around gender bias, gender inequity, and the intersectionality of gender and race in our workplace culture. Through this CoP, women leaders will be equipped with additional tools for continuing to advance healthy workplace culture and practices for gender equity and ensure they are supported in meaningful ways. The CoP will center intersectionality and anti-racism. Not only are cis and transgender women welcome, but also non-binary and AFAB (assigned female at birth) trans staff. The focus of these sessions will be the gendered female experience and building capacity and the skillset to address that experience for self and others.

If you have questions about the pilot, CoPs, or opportunities to get involved, please email Metro’s OHD Team at [MetroOHD@kingcounty.gov](mailto:MetroOHD@kingcounty.gov).

# Complaint and Investigation Data

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This section focuses on the workplace investigations conducted by the EEO Office's Investigation Team and the data collected through its complaint and investigation process.

In 2023, the EEO Investigation Team worked to make significant improvements to increase trust in the EEO investigative process, improve transparency and accountability in reporting, and decrease fears of retaliation associated with reporting discrimination or inappropriate conduct. In addition to the new programs and features in this Update, other highlights from 2023 include:

- Eliminating a case investigation backlog that reached back to 2020, and now has the lowest active caseload since the EEO Office was created.
- Hiring two new EEO Investigators to ensure that employee EEO concerns are addressed in a timely and thorough manner.
- Completed and personally addressed 159 inquires brought forward by individual employees.
- Implementing a new investigative process and tracking methods to provide Metro reliable data on complaint trends. Read more below.

## Introduction to the Complaint Data

One area the EEO Office focused on in 2023 was working to make EEO investigation data more transparent and available to all employees. While this is just the first step in improving the methods the EEO Office uses to convey and make this information available and accessible, this data below provides information regarding the number of cases opened by the EEO Office, the divisions where the complaints originated, and a breakdown of what protected classes were involved in the allegations.

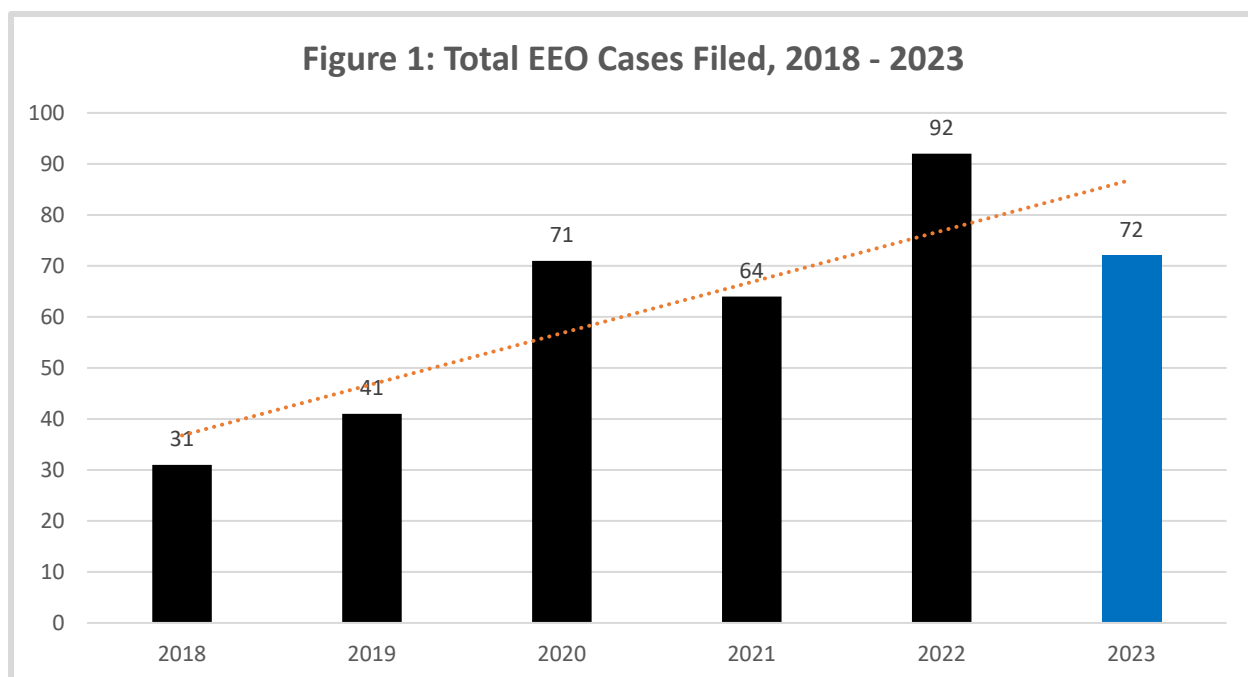
When viewing the data below, it is important to note:

- Prior to 2023, the EEO Office did not have standard procedures to measure and track discrimination data. Thus, data from 2018-2022 is provided with less specificity because the data is less reliable and is provided as general information.
- A case in this section, refers to any matter that came to the EEO Office that was connected to a protected class and went through a screening and intake process to determine the appropriate next steps, including a formal investigation. A person could contact our office, but it would not be referred to as an EEO case. Example: a person reports they were not paid on time, but does not allege discrimination would not be categorized as a case, and would be referred appropriately.
- The EEO Office expects that the growth in the number of cases will continue into 2024 as the EEO Office plans to make employee engagement a key area of focus by being proactive in working to create resources to ensure that employees are aware of their rights.

## Data on Cases Filed

**Increase of Total Cases Filed.** Over the last six years, the EEO Office has seen a general increase in the total number of cases filed with a nearly three times increase from 2018 to 2022 (see Figure 1 below). This increase in cases and reports to the EEO Office can be attributed to the intentional efforts to encourage reporting through *The Way We Work Together* training and dissemination of EEO Program materials.

The EEO Office does not interpret increased levels of reporting and cases filed as a negative sign; rather, because there were not as robust efforts to educate the workforce on the EEO Office, the data can be interpreted as positive sign that our data is becoming more reliable.

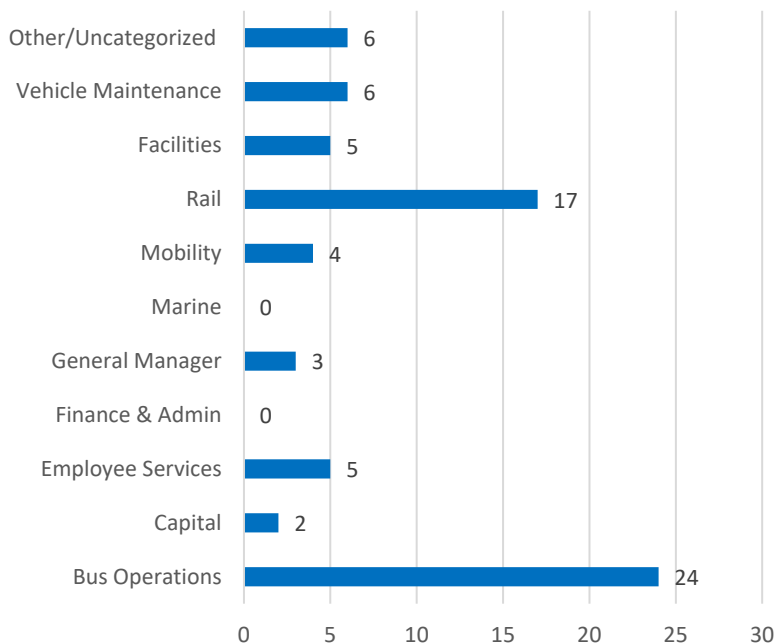


**Cases Filed in 2023.** The new standard procedures implemented in 2023 adjusted how inquiries and allegations were categorized in a newly developed intake process. This had an impact on the total number of cases filed in 2023. In 2023, the EEO Office reviewed 159 inquiries, many of which in previous years would have been counted in the case totals. So even though the total number of cases appears to have decreased from 92 in 2022 to 72 in 2023, the EEO Office processed and addressed *more* matters in 2023 than in previous three years combined.

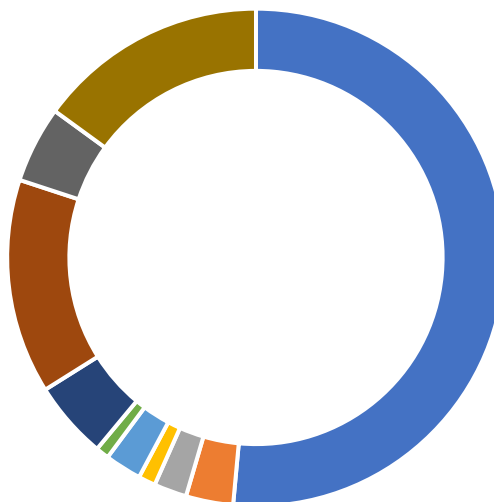
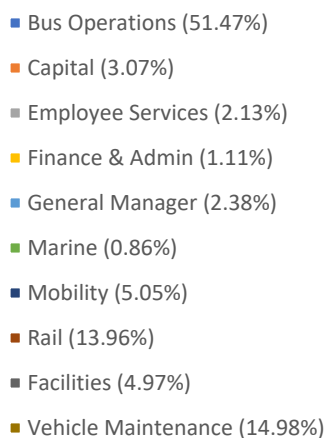
**Total Cases Filed by Division.** Of the 72 cases filed in 2023, most cases were reported from divisions with more employees, specifically those in public-facing and skill trades-based positions. As explained above, data from 2018 to 2022 was collected inconsistently and is not presented here.

The fact that one division has more complaints does **not** mean that more violations have occurred in that division. The EEO Office receives and analyzes all complaints seriously, and does not attribute a negative inference to divisions if there is a high concentration of reports; rather, as explained above the EEO Office acknowledges how difficult it can be to bring concerns forward and has a positive regard for workgroups that know how to follow proper reporting procedures and alleviating the fear of reporting.

**Figure 2: Cases Filed By Division in 2023**



**Figure 3: Relative Sizes of Metro Division Workforces**



**Cases Filed by Division Adjusted for Division Size.** Figure 3 show the relative sizes of the Metro Divisions. This information can be helpful in framing how many complaints are filed within each division. For example, while most cases originated out of the Bus Operations Division (24 cases account for 33.3% of all cases), the Bus Operations Division accounts for well over half of Metro’s total workforce at

51.47%. So the relative number of cases coming out of Bus Operations in 2023 is actually less than what might be expected based on the size of the division. Conversely, the General Manager's Office and Employee Services had few cases filed, but actually had more cases filed in 2023 compared to the relatively smaller sizes of their workforce.

**Figure 4: 2023 Cases Filed by Protected Class**

Race/Color	33
Sex/Gender	16
Religion/Creed	4
Disability Status	4
Marital Status	0
National Origin	2
Pregnancy Status	0
Gender Identity and Expression	1
Genetic Information	1
Sexual Orientation	4
Veteran/Military Status	0
Use of Service Animal	0
Other protected class status	0
Age	3
Unknown	4

**Cases Filed by Protected Class.** In 2023, the majority of cases filed with the EEO Office were related to a persons' race or color, followed second by race and gender. Other cases were filed under religion/creed, disability status, sexual orientation, and age, with few cases filed under national origin, gender identity and expression, and genetic information.

# Workforce Analysis

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This section provides an update on Metro's progress on achieving its employment placement goals, and further explores the demographics of our workforce by division, race, and sex. The EEO Office could previously only report on demographics by race or gender but can now report on the intersection of race and gender. This development in analytics will be essential in ensuring we are strategically investing where our needs are greatest.

## Calculating Underutilization and Placement Goals

Metro's utilization analysis and placement goals were developed by DHR with the assistance of a software called CAAMS. DHR first determined if there was an underutilization of a demographic by comparing the actual number of employees in an employment category versus the expected number of employees that would be in that category based on local demographic employment data. In addition to goals set by CAAMS, DHR employed a modified version of a whole person rule, where:

**If (Number of Expected Employees) – (Number of Current Employees) > 0.5, then a placement goal is created rounding up to the nearest whole number.**

Where underutilization is identified, the FTA requires that short and long-term goals be established to achieve representation of the actual available workforce. These goals do not represent quotas or set asides; rather, they affirm Metro's commitment to monitoring progress and achieving equal opportunity for *qualified* women and people of color (minorities) as positions are available.

These goals are set when Metro renews its EEO Program every four years for submission and approval by the FTA, so progress is measured against the goals set in 2022. Metro's goals are now aligned with those found in DHR's 2022-2025 Equal Employment Opportunity/Affirmative Action (EEO/AA) Plan for the County, available [here](#).

## EEOC Job Categories

For reporting to the FTA, the Metro workforce is divided into Job Categories defined by the EEOC. EEO Job Categories (also known as Job Groups) are a means to separate various occupations into groups based on job title, skill and knowledge, requirements, and level of institutional responsibility.

Metro has employees and reports on six of the Job Categories: Officials and Administrators, Professionals, Technicians, Administrative Support, Skilled Crafts, and Service Maintenance.

## Progress on Metro's 2022 Placement Goals

Demographic Group	Officials and Administrators			Professionals			Technicians		
	Goal	2022	2023	Goal	2022	2023	Goal	2022	2023
Asian	1	1	1	18	36	86	1	0	1
Hispanic	1	1	1	9	18	33	2	1	2
Black									
Native American				4	4	6			
Pacific Islander				2	4	9	1	0	0
Two or More Races	1	0	1				1	0	1
Female							2	1	1

Demographic Group	Administrative Support			Service Maintenance			Skilled Craft		
	Goal	2022	2023	Goal	2022	2023	Goal	2022	2023
Asian									
Hispanic	4	5	7	13	17	35	10	16	37
Black							40	28	71
Native American									
Pacific Islander									
Two or More Races				19	14	31			
Female				319	59	139	55	7	25

**Figure 4:** Placement goal progress for years 2022 and 2023. Grey sections indicate no placement goal was set in 2022. Blue sections indicate Metro achieving its placement goals. Green sections indicate Metro exceeded its placement goals. Red sections indicate that Metro has not achieved its placement goals.

As of December 31, 2023, Metro had achieved or exceeded 15 of its 19 placement goals.<sup>1</sup> Four goals were not achieved for the following groups: Pacific Islander technicians, Female technicians, Female service maintenance, and Female skilled craft. Notably, the under-utilization of women in the trades continues to be an area of focus as progress to achieve the placement goals is less than what would be expected halfway through the four-year reporting period.

It should be noted that the underutilization of women in the workforce, particularly in the trades, is not unique to Metro. For example, in their last EEO Program Report, LA Metro published that they also had an underutilization of women in six of the eight EEO categories for women with underutilization rates of 14.8% for technicians, 65.8% for skilled workers, and 26.6% for service maintenance.

<sup>1</sup> Metro's progress in 2022 was incorrectly reported in DHR's 2023 EEO/AA Program Update. The data found in this report has been validated as accurate by DHR and should be used in future reporting.

# Workforce Demographics

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This section provides a snapshot of the demographic makeup of Metro and all its divisions. Raw data was received from DHR, distilled, and organized to report on the Gender Diversity and Racial Diversity of all of Metro and each division's workforce. The data presented here was the basis developing the placement goals in the previous section on Workforce Analysis.

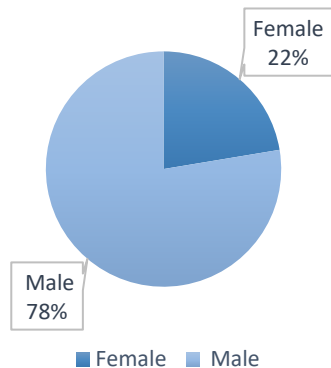
As you navigate this section, please note the following:

- All data presented is from 2022. This is because the data presented is the data the EEO Offices uses to monitor progress of Metro's EEO Program and four-year placement goals. While more current data is available, comparing those numbers to our four-year goals would lead to confusing and unhelpful results. For more current employment data, please contact our Office.
- As explained on page 10, this report's language is limited in how it describes people and people groups. The data here is limited to a male/female sex designation and does not account for transgender, non-binary or those employees who have an X gender marker.
- In some cases, EEO job categories may be missing from some divisions. This is either because that division does not have employees in that category, or there were fewer than five employees in that category. If a job category was not listed, that did not affect the total numbers and percentages.
- None of the data presented in this section should be construed to mean that there is anything "wrong" or that there is an unwelcoming environment for a group. The data presented is purely informative so that Metro, its divisions, and its workforce can better understand itself as a large and complex transportation agency.

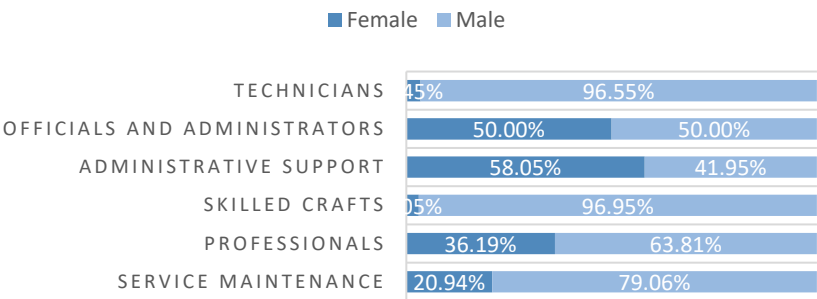


# Workforce Demographics – All Divisions Combined

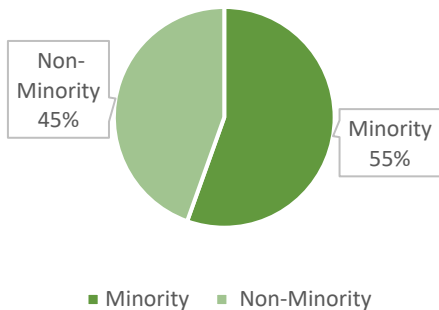
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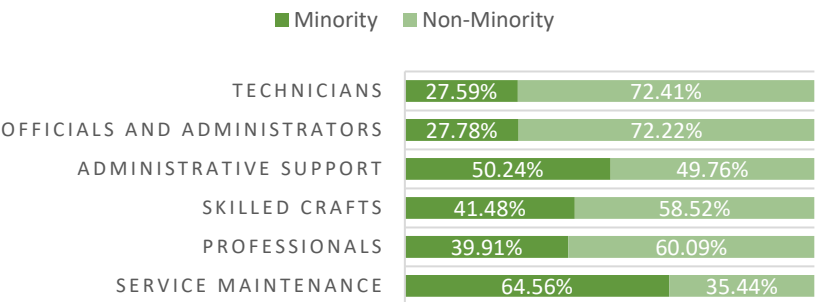
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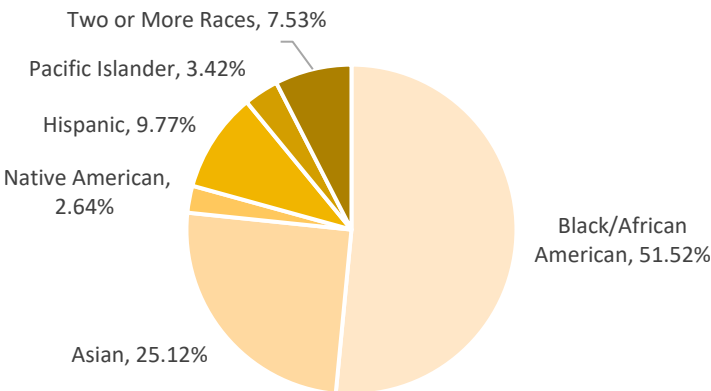
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## RACIAL DIVERSITY BY JOB CATEGORY

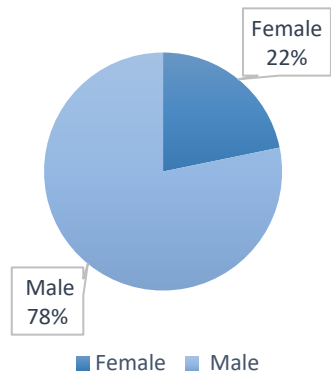


## RACIAL DIVERSITY BY MINORITY GROUP

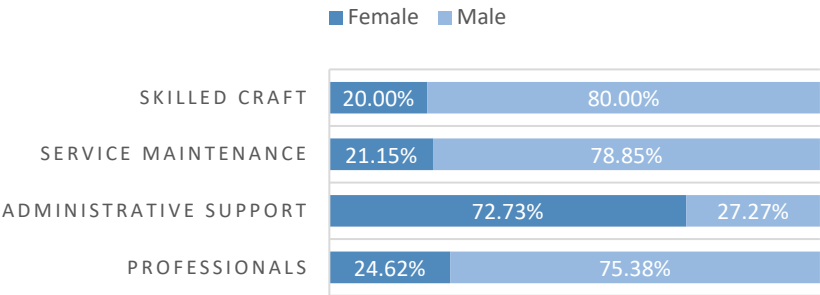


# Workforce Demographics – Bus Operations

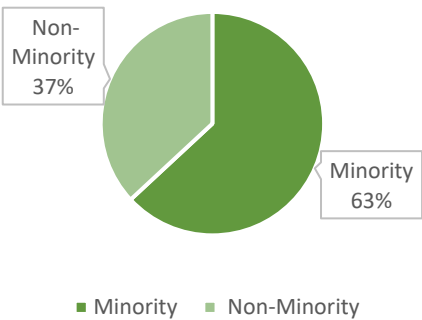
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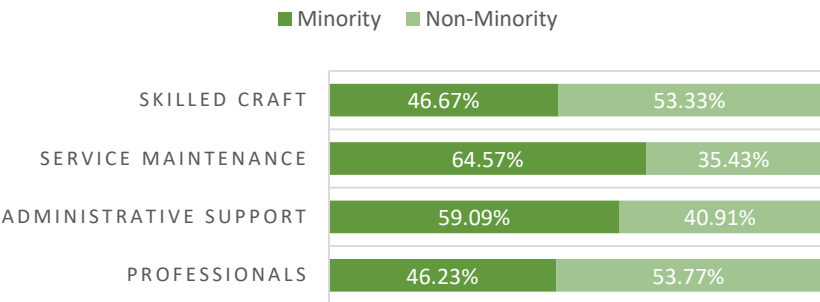
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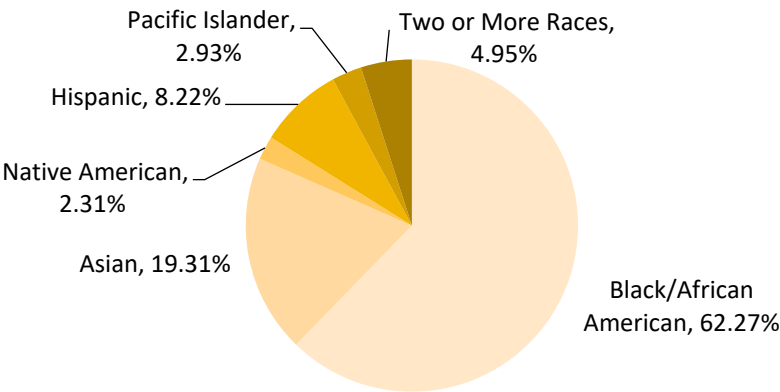
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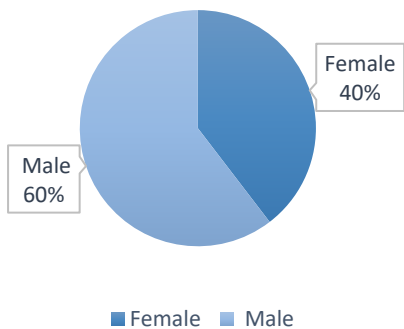


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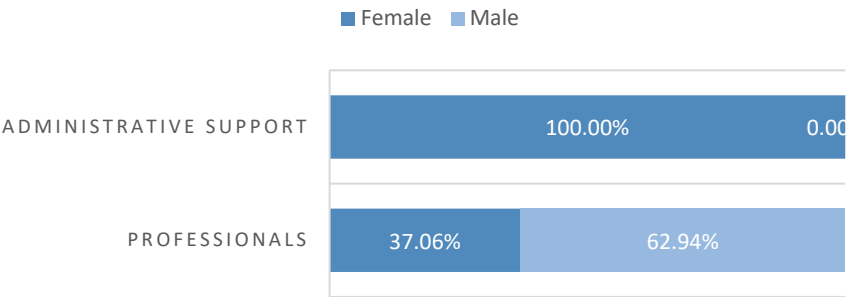


# Workforce Demographics – Capital

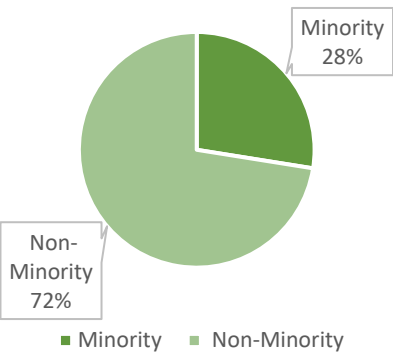
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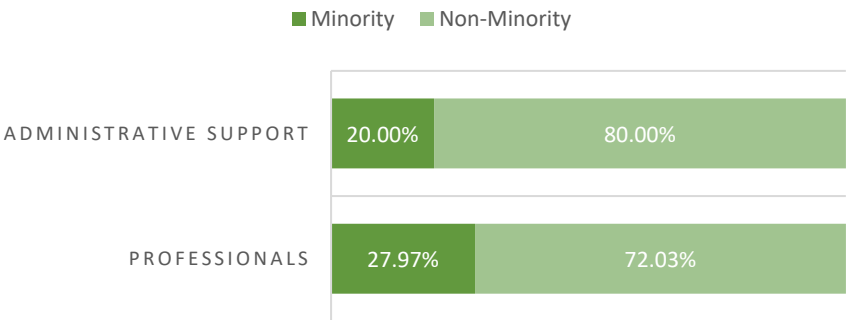
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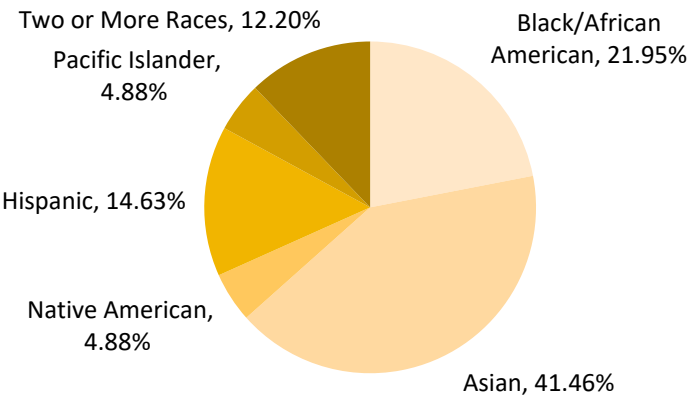
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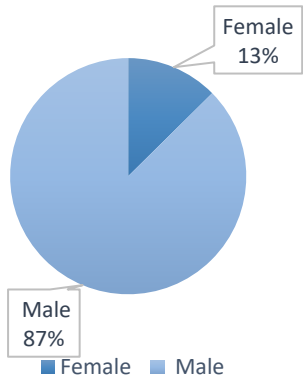


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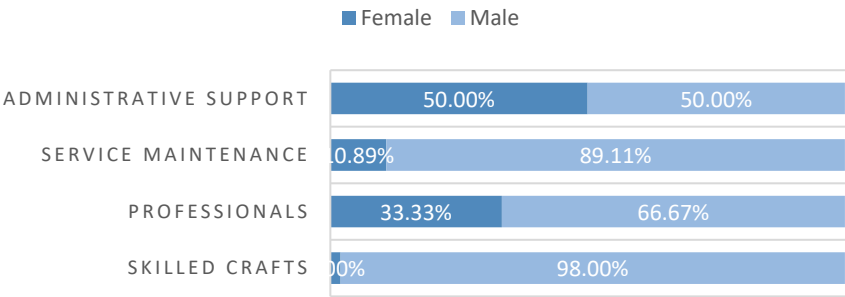


# Workforce Demographics – Facilities

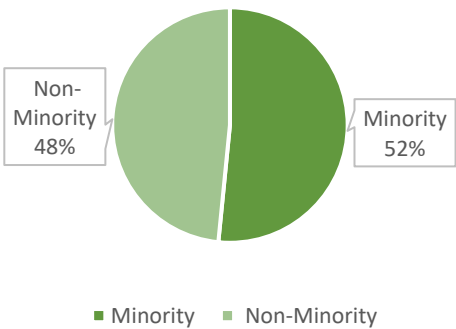
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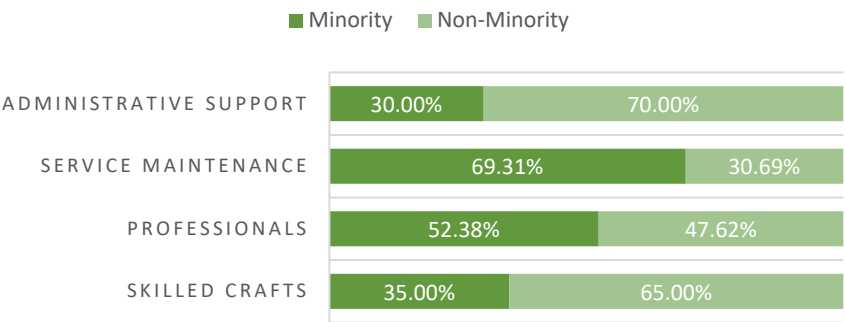
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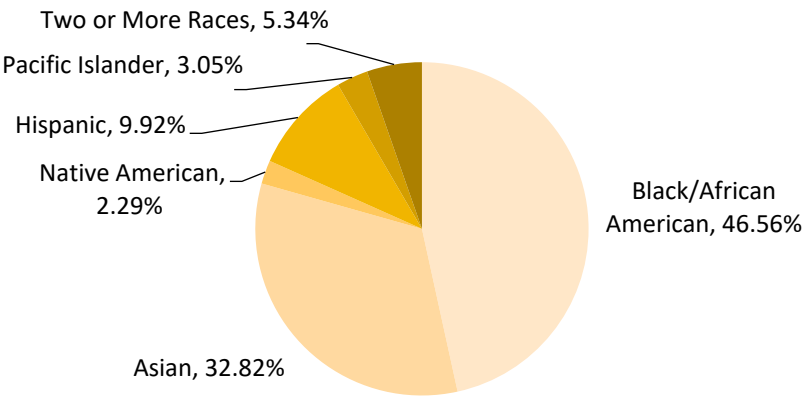
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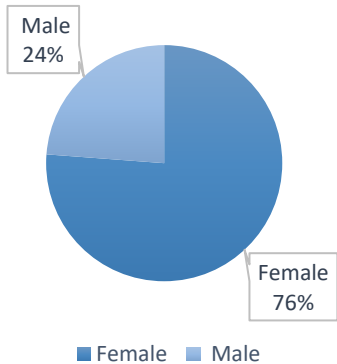


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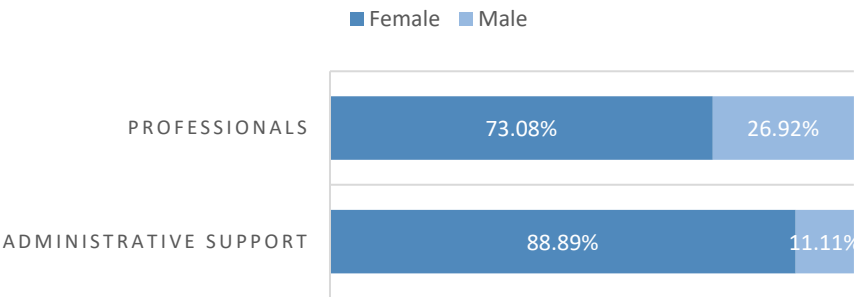


# Workforce Demographics – Employee Services

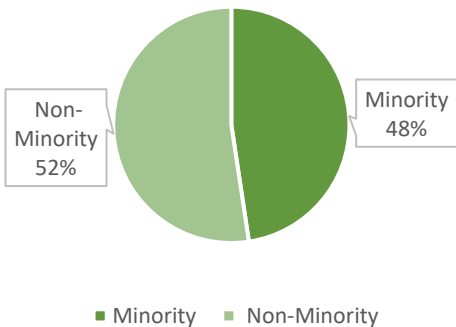
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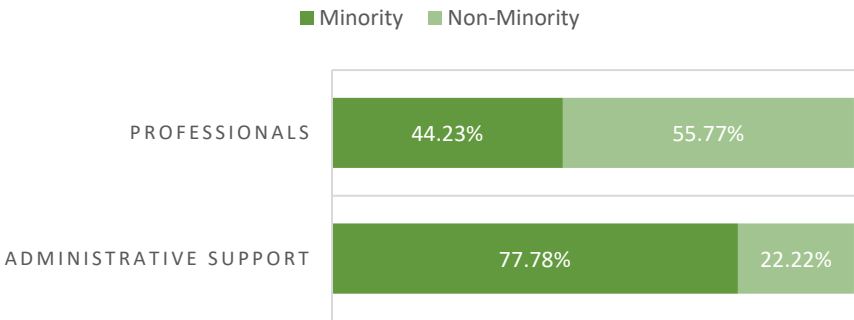
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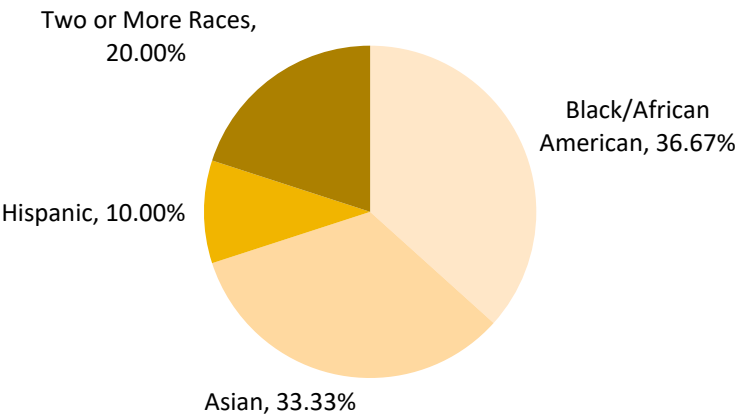
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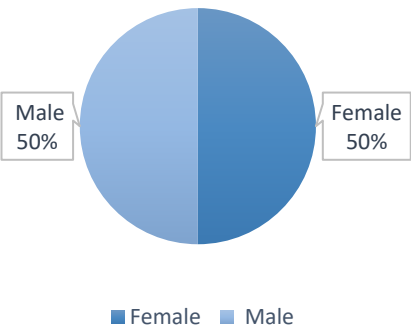


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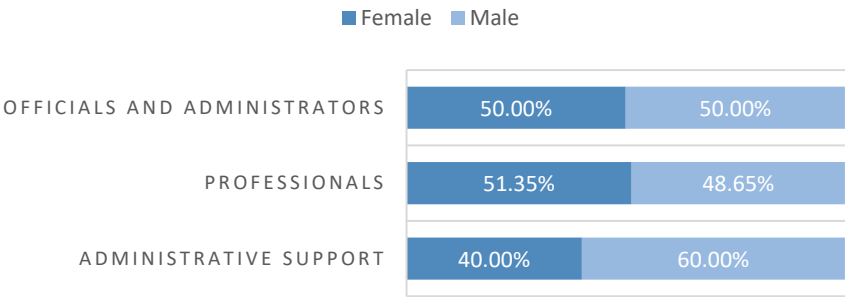


# Workforce Demographics – Finance and Administration

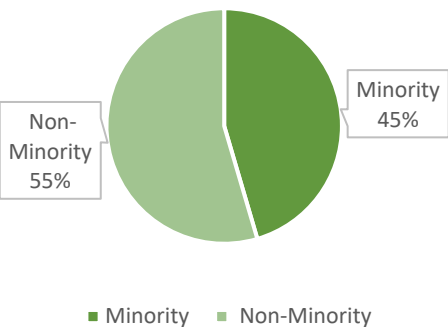
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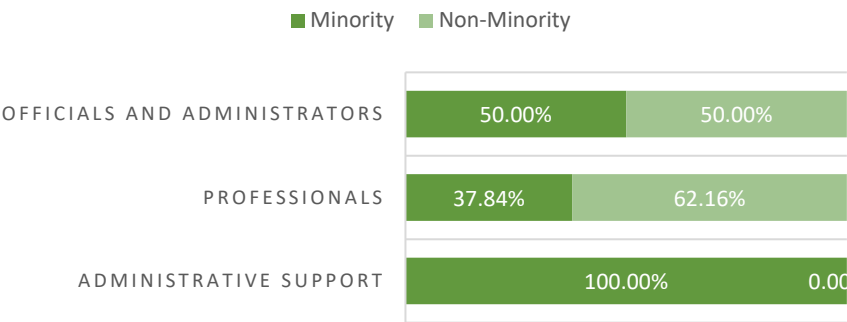
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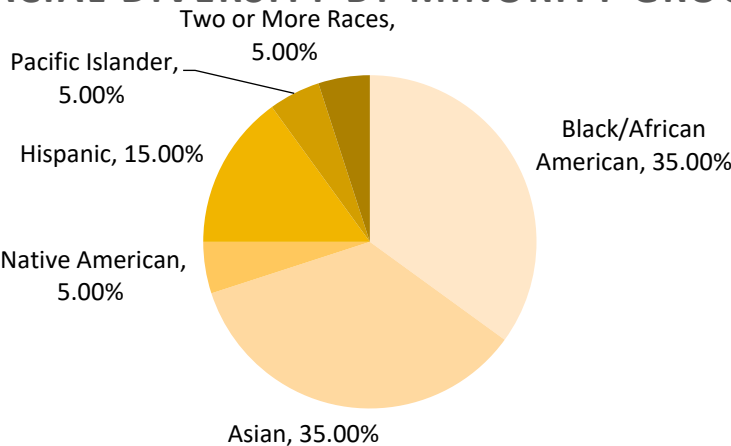
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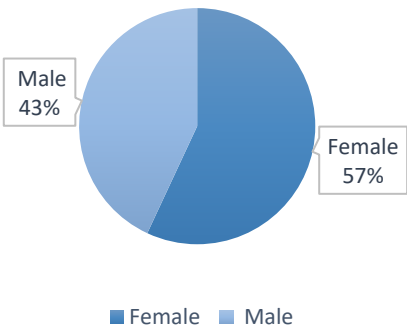


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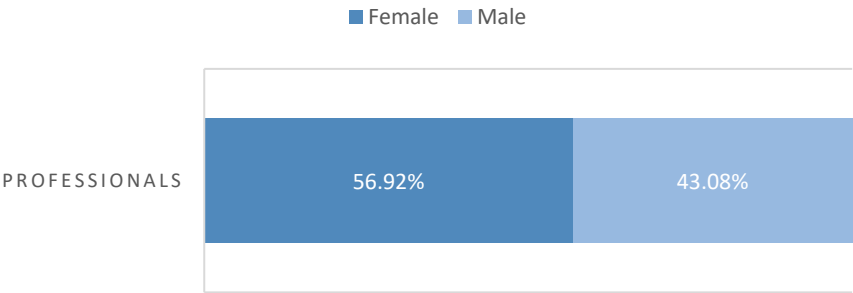


# Workforce Demographics – General Manager

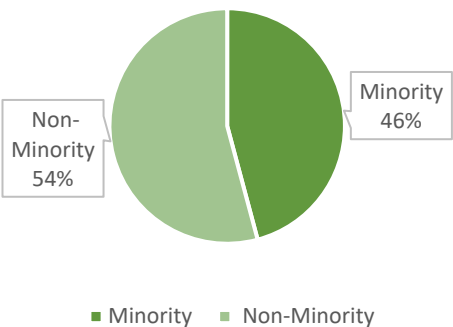
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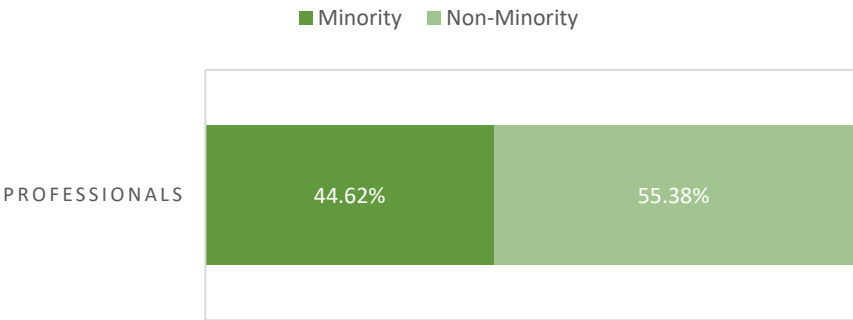
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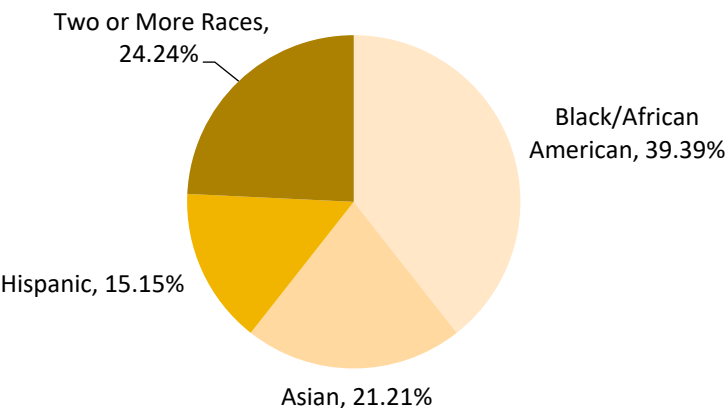
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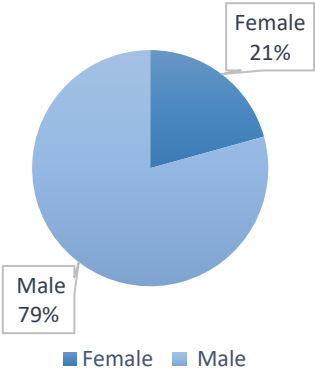


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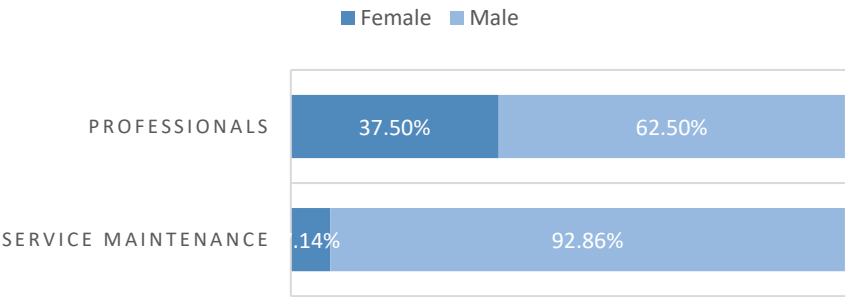


# Workforce Demographics – Marine

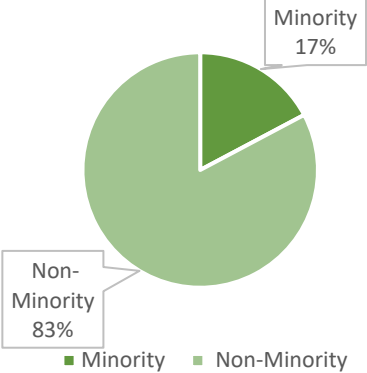
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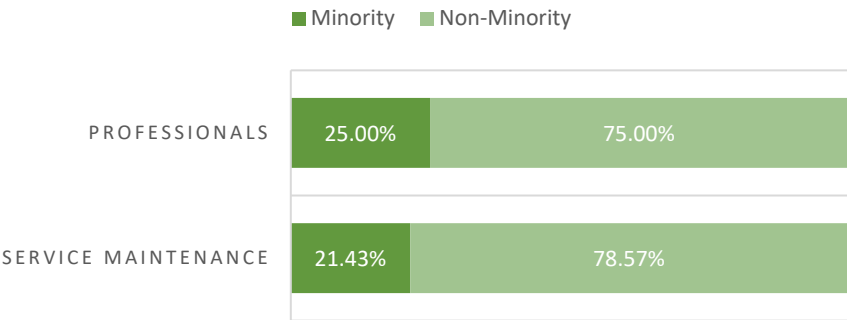
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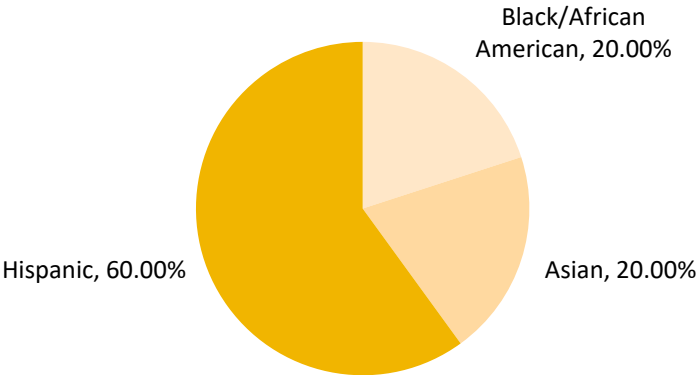
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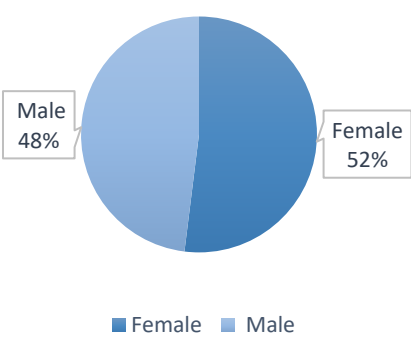
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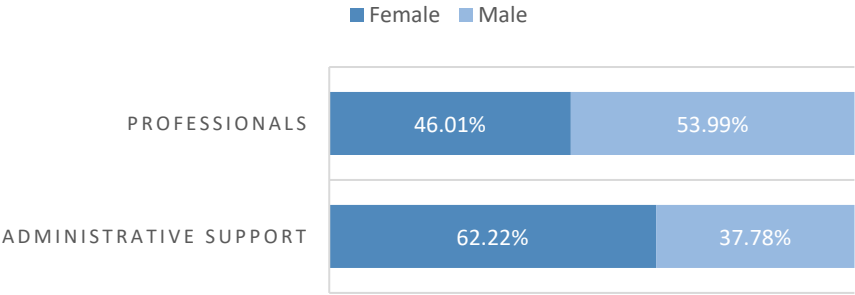


# Workforce Demographics – Mobility

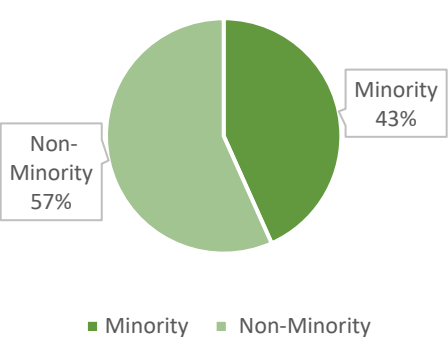
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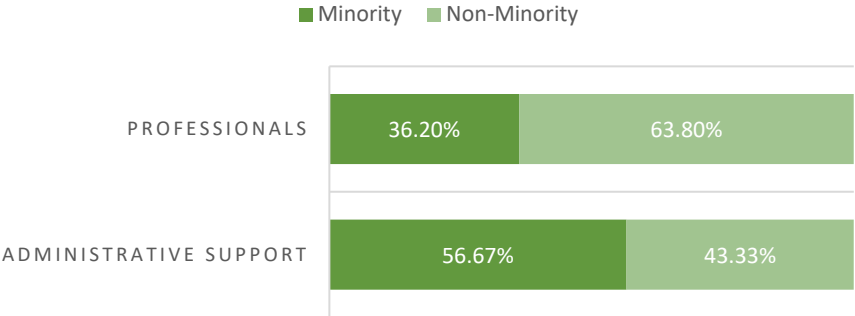
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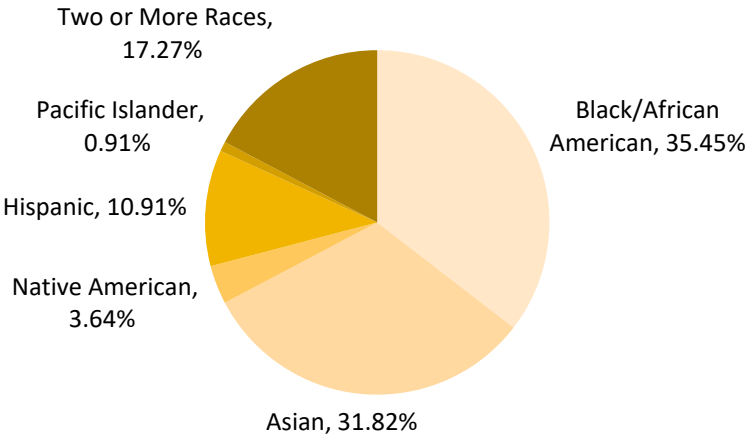
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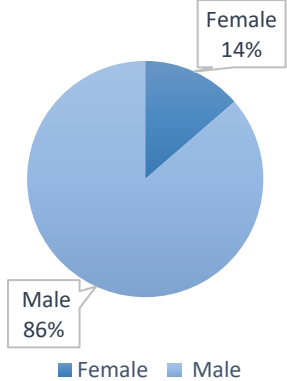


## RACIAL DIVERSITY BY MINORITY GROUP

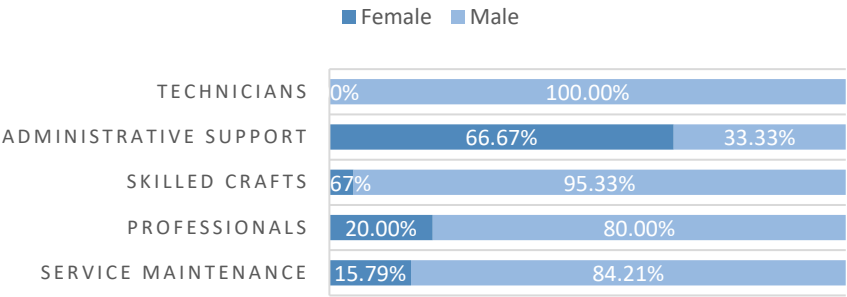


# Workforce Demographics – Rail

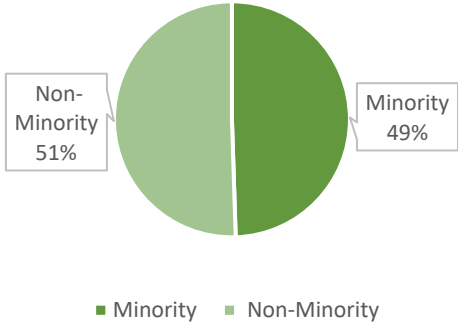
## GENDER DIVERSITY



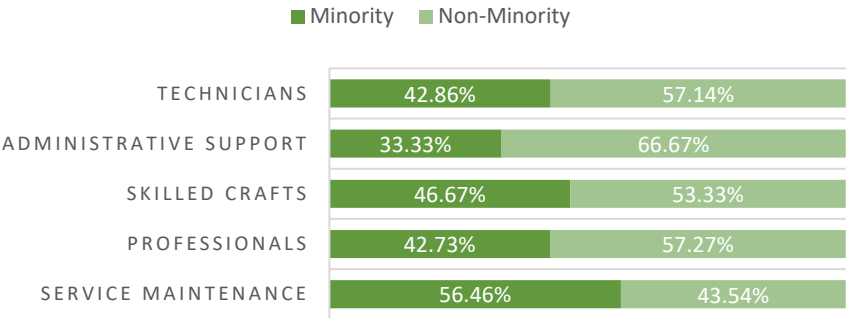
## GENDER DIVERSITY BY JOB CATEGORY



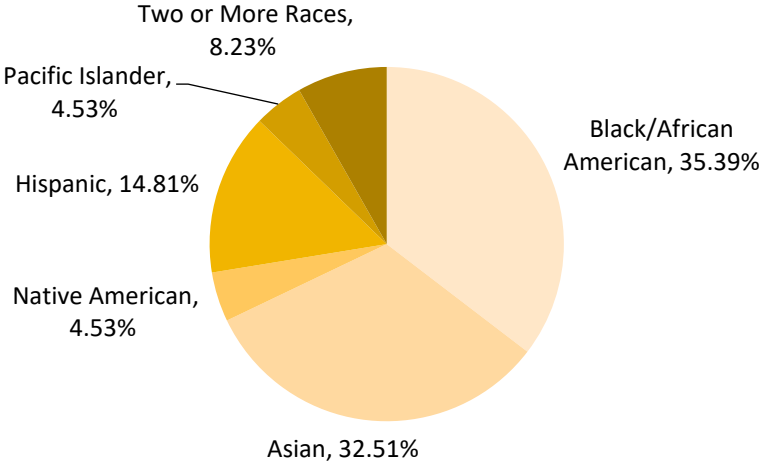
## RACIAL DIVERSITY



## RACIAL DIVERSITY BY JOB CATEGORY

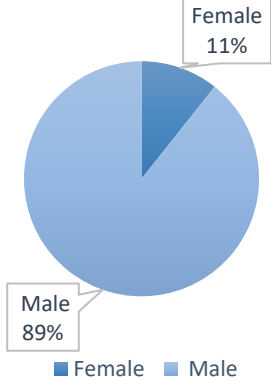


## RACIAL DIVERSITY BY MINORITY GROUP

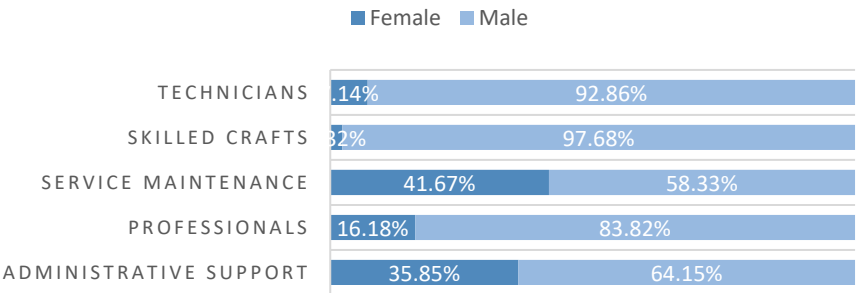


# Workforce Demographics – Vehicle Maintenance

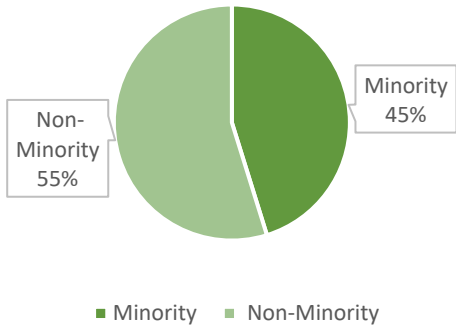
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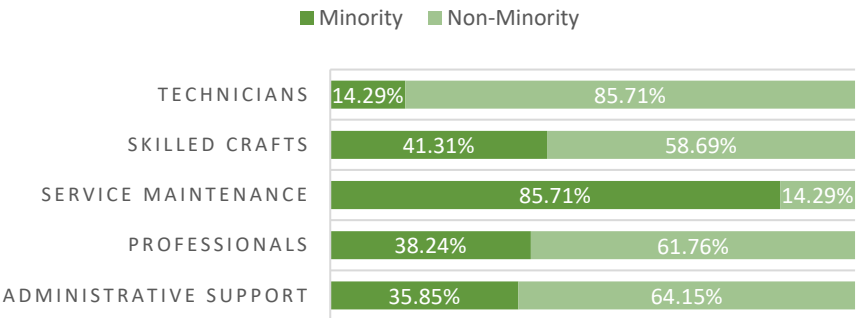
## GENDER DIVERSITY BY JOB CATEGORY



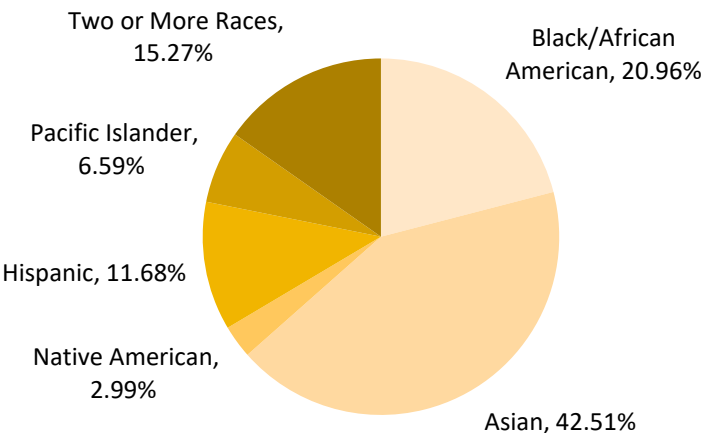
## RACIAL DIVERSITY



## RACIAL DIVERSITY BY JOB CATEGORY



## RACIAL DIVERSITY BY MINORITY GROUP



# How to File a Complaint

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Metro employees and applicants for employment may contact the EEO Office anytime using the information below to file a complaint or ask questions about their rights under EEO law. Information on how to contact the EEO Office, to make a complaint, or report discrimination is also posted throughout Metro, and include Metro's EEO Policy Statement, and The Way We Work Together posters.

**Metro EEO Office**

201 S Jackson St.  
KSC-TR-0415  
Seattle, WA 98104-3856  
[MetroEEO@kingcounty.gov](mailto:MetroEEO@kingcounty.gov)  
(206) 477-9454

Employees and applicants for employment may also file complaints of employment discrimination to entities outside of Metro. Filing with another office or agency may affect your ability to file with the EEO Office, so employees are encouraged to speak with an EEO Office to ensure their rights are protected:

- **The King County Civil Rights Program in the Office of Equity and Social Justice.** The Civil Rights Program enforces the [King County Fair Employment Practices Ordinance, KCC 12.18](#) in unincorporated areas of King County and when King County is the employer.

(206) 263-2446  
[Civil-Right.ORC@kingcounty.gov](mailto:Civil-Right.ORC@kingcounty.gov)  
<https://kingcounty.gov/elected/executive/equity-social-justice/civil-rights/civil-rights-complaint.aspx>

- **The Washington State Human Rights Commission.** The Commission investigates discrimination in employment across the entire state of Washington, including King County.

1 (800) 233-3247  
<https://www.hum.wa.gov/file-complaint>

- **The Equal Employment Opportunity Commission.** The EEOC enforces and investigates federal civil rights law in employment. Complaints may be made to the Seattle Field Office.

1 (800) 669-4000  
<https://www.eeoc.gov/field-office/seattle/location>

# Conclusion & Next Steps

## Next Steps & The Inside Long Game

As stated last year, we practice our Long Game through the virtuous cycle of continuously demonstrating that mobility is human right, investing resources to grow capacity, and measuring outcomes; we now need to look inwards and do the same. This “inside” Long Game invites us to recognize that it is a right for all our employees to have the opportunity to thrive in a workplace free from discrimination, and as we invest in programming and capacity to create those conditions, there must be measurable outcomes that we examine regularly to justify further investment or make adjustment.

Over the next year, Metro will continue to invest in the programs in this Update, evaluate their values based on the measurable outcomes in employment data, receive critical feedback, adjust, and make improvements to our systems.

Next year will be the last Update before a new EEO Program is due to the FTA where our placement goals and employment metrics will be updated. The EEO Office looks forward to continuing to work alongside its partners and the entire Metro workforce in connecting civil rights to equity.



“FIRST FORGET INSPIRATION. HABIT IS MORE DEPENDABLE. HABIT WILL SUSTAIN YOU WHETHER YOU’RE INSPIRED OR NOT. HABIT WILL HELP YOU FINISH AND POLISH YOUR STORIES. INSPIRATION WON’T. HABIT IS PERSISTENCE IN PRACTICE.”

- OCTAVIA BUTLER



## King County Metro Transit (Metro) Equal Employment Opportunity

### Policy Statement

King County Metro Transit (Metro) possesses a strong commitment to the community we serve and to its employees. Further, Metro believes that equal employment opportunity, diversity and an inclusive work environment is foundational to the provision of the highest quality service we seek to provide. Metro's commitment is predicated on the fact that successful achievement of EEO goals will benefit Metro and any applicable sub-recipients and/or contractors through fuller utilization and development of previously underutilized human resources.

As an equal opportunity employer, Metro strives to have a workforce that reflects the community we serve. Additionally, Metro is committed to non-discrimination and Equal Employment Opportunity for all persons. Therefore, no person shall be unlawfully excluded from employment opportunities based on race, color, age, sex (including gender identity, sexual orientation and pregnancy), marital status, religion, ancestry, national origin, genetic information, veteran status, disability, or other protected class. This policy applies to all employment practices and actions, including but not limited to, recruitment, hiring, selection for training, promotion, transfer, demotion, layoff, termination, rates of pay and all other forms of compensation including, benefits, and all other terms and conditions of employment.

This policy reaffirms that all applicants and all employees have the right to report incidents of alleged discrimination and to file complaints alleging discrimination with Metro's EEO Officer, their immediate supervisor, any other member of management within the agency, Transit Human Resources, the General Manager/Department Director or designee, the King County Human Resources Director or designee, the County's Diversity Manager, and/or enforcement agencies such as the King County Office of Civil Rights and Open Government, the Equal Employment Opportunity Commission, and the Washington State Human Rights Commission.

Retaliation against any 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.

**Michelle Allison**  
General Manager, King County Metro Transit (Metro)

Metro is committed to providing reasonable accommodations to applicants and employees who need such accommodations due to disability or as required to practice or observe their religion unless such accommodation causes undue hardship.

As Metro's General Manager, I maintain overall responsibility and accountability for Metro's compliance with its EEO Policy and Program. To ensure day-to-day management, including program design, preparation, monitoring, and complaint investigation, I have appointed the following as Metro's EEO Officer who reports directly to me and acts with my authority with all levels of management, labor unions and employees:

**Christopher Bhang**  
King County Metro Transit (Metro) EEO Officer

Email: [MetroEEO@kingcounty.gov](mailto:MetroEEO@kingcounty.gov)  
Phone: 206-477-9454

KSC-TR-0415  
201 S. Jackson Street, Suite 415  
Seattle, WA 98104

Even in light of the above stated appointment of Metro's EEO Officer, all Metro executives, management, and supervisory personnel share in the responsibility for effective implementation and monitoring of Metro's EEO Policy and Program within their respective areas and will be assigned specific tasks to ensure compliance is achieved. Therefore, Metro will evaluate its executives', managers' and supervisors' performance on their effective implementation of Metro's policies and procedures, in the same way Metro assesses their performance regarding other agency 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 to 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.

January 20, 2023

Date

To request this information in your native language, please email [metro.equity@kingcounty.gov](mailto:metro.equity@kingcounty.gov) or call 206-205-8000.

**Spanish** - Para solicitar esta información en Español, sírvase llamar al [metro.equity@kingcounty.gov](mailto:metro.equity@kingcounty.gov) o envíe un mensaje de correo electrónico a 206-205-8000.

**Chinese** - 如果要索取本資訊的中文版, 請致電 [metro.equity@kingcounty.gov](mailto:metro.equity@kingcounty.gov) 或發電郵給 206-205-8000.

**Vietnamese** - Để có các thông tin này bằng tiếng Việt, xin gọi số [metro.equity@kingcounty.gov](mailto:metro.equity@kingcounty.gov) hoặc gửi điện thư đến 206-205-8000.

**Somali** - Si aad u weyddiisato inaad ku hesho macluumaadka Af-Soomaali, fadlan wac [metro.equity@kingcounty.gov](mailto:metro.equity@kingcounty.gov) ama iimayl u dir 206-205-8000.

# Equal Employment Opportunity Office (EEO) Investigation Process

## Process

### START HERE



#### Report is made

A report is submitted online, by phone, mail, in person, or the EEO Office learns of a situation via employees, union reps, directors, managers, superintendents or base chiefs.



#### Case file created

The reported case is logged immediately, assigned a case number, and may be sent to other county partners as appropriate.

**No investigation:** The EEO Office will communicate why and discuss other options.

**Yes investigation:** a formal complaint will be drafted.



#### Intake – Review of Allegations

After receiving a report, the EEO Office will schedule an intake meeting to learn more about the incident.

The EEO office will then determine and communicate whether the case can move forward with a formal investigation following the intake meeting.



#### Formal complaint drafted

The EEO Office will draft a formal complaint that explains the allegations and scope of the investigation.



#### Notices

The EEO Office will notify all parties and the Coordination Team\* that an investigation has begun with a copy of the formal complaint, an explanation of rights, the process, and other important information.



#### Findings report

The EEO Office will draft the Finding Report to be reviewed by the EEO officer with all case information, findings, and conclusion.



#### Investigation

The EEO Office will gather information, interview witnesses, and give all parties an opportunity to provide information and evidence they wish to be considered.



#### Closure & Findings meeting

The EEO Office provides their findings in the Coordination Team\* meeting. The EEO Office will send Notices of Investigative Closure to the parties.



#### Formal Investigation Process complete

The EEO Office's involvement in this process is completed. The investigation outcomes and any additional steps will vary depending on findings.

\*The Coordination Team promotes transparency and accountability. It consists of leadership from EEO, Metro HR, Transit Employee Labor Relations, Metro EIB, and DHR Workforce Equity.

# The Way We Work → Together

## Experiencing discrimination, harassment or retaliation?

### Report it.

If you experience or witness inappropriate behavior in the workplace—you have the right to report it to your supervisor, Metro EEO, or Metro Human Resources Manager.

Metro is committed to creating a workplace free from discrimination, inappropriate conduct, harassment, and workplace retaliation for all employees.

I have repeatedly asked not to be hugged, but my requests are ignored. I called EEO to know what my rights are.



I was called names by a co-worker, but when I asked for it to stop, I was told it was “just a joke.” I contacted EEO about what I could do.



I am tired of hearing inappropriate and sexual comments on the shop floor, so I reported it to my supervisor and emailed EEO.



### How to report

#### Metro EEO Office

206-477-9454

MetroEEO@kingcounty.gov

#### Metro Human Resources Manager

206-477-6000

MetroHRManager@kingcounty.gov

Or contact King County's Department of Human Resources, more information in the link below.



Scan the QR code to learn more or visit:  
[kingcounty.gov/metro/employeeeculture](https://kingcounty.gov/metro/employeeeculture)







## King County Metro Transit Department EEO Office

201 S Jackson St. | Seattle, WA 98104-3856

(206) 477-9454 (TTY Relay 711)

[MetroEEO@kingcounty.gov](mailto:MetroEEO@kingcounty.gov)