

## Affirmative Action Plan for the Recruitment, Hiring, Advancement, and Retention of Persons with Disabilities

To capture agencies' affirmative action plan for persons with disabilities (PWD) and persons with targeted disabilities (PWTD), EEOC regulations (29 C.F.R. § 1614.203(e)) and MD-715 require agencies to describe how their affirmative action plan will improve the recruitment, hiring, advancement, and retention of applicants and employees with disabilities.

### Section I: Efforts to Reach Regulatory Goals

*EEOC regulations (29 CFR §1614.203(d)(7)) require agencies to establish specific numerical goals for increasing the participation of persons with disabilities and persons with targeted disabilities in the federal government*

1. Using the goal of 12% as the benchmark, does your agency have a trigger involving PWD by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

- |                                |            |
|--------------------------------|------------|
| a. Cluster GS-1 to GS-10 (PWD) | Answer No  |
| b. Cluster GS-11 to SES (PWD)  | Answer Yes |

Demographic data table B4 shows the following: STB has 115 employees in the GS-11 to SES cluster. Of the 115 employees, 10 employees (8.6%) have self-identified as a PWD. Although the STB falls 3.4% below the PWD goal, it is almost a three percent increase from Fiscal Year (FY) 2018.

\*For GS employees, please use two clusters: GS-1 to GS-10 and GS-11 to SES, as set forth in 29 C.F.R. § 1614.203(d)(7). For all other pay plans, please use the approximate grade clusters that are above or below GS-11 Step 1 in the Washington, DC metropolitan region.

2. Using the goal of 2% as the benchmark, does your agency have a trigger involving PWTD by grade level cluster in the permanent workforce? If "yes", describe the trigger(s) in the text box.

- |                                 |            |
|---------------------------------|------------|
| a. Cluster GS-1 to GS-10 (PWTD) | Answer Yes |
| b. Cluster GS-11 to SES (PWTD)  | Answer No  |

Demographic data table B4 shows the following: STB has six employees in the GS-1 to GS-10 cluster. Of the six employees, no one identified themselves as having a targeted disability.

| Grade Level Cluster(GS or Alternate Pay Planb) | Total | Reportable Disability |   | Targeted Disability |   |
|--|-------|-----------------------|---|---------------------|---|
|  | #     | #                     | % | #                   | % |
| Numarical Goal                                 | --    | 12%                   |   | 2%                  |   |
| Grades GS-1 to GS-10                           |       |                       |   |                     |   |
| Grades GS-11 to SES                            |       |                       |   |                     |   |

3. Describe how the agency has communicated the numerical goals to the hiring managers and/or recruiters.

The Agency did not communicate the numerical goals to hiring managers, but will put into place procedures to ensure that those goals are communicated to the hiring managers going forward.

### Section II: Model Disability Program

Pursuant to 29 C.F.R. § 1614.203(d)(1), agencies must ensure sufficient staff, training and resources to recruit and hire persons with disabilities and persons with targeted disabilities, administer the reasonable accommodation program and special emphasis program, and oversee any other disability hiring and advancement program the agency has in place.

**A. PLAN TO PROVIDE SUFFICIENT & COMPETENT STAFFING FOR THE DISABILITY PROGRAM**

1. Has the agency designated sufficient qualified personnel to implement its disability program during the reporting period? If “no”, describe the agency’s plan to improve the staffing for the upcoming year.

Answer Yes

2. Identify all staff responsible for implementing the agency's disability employment program by the office, staff employment status, and responsible official.

| Disability Program Task  | # of FTE Staff By Employment Status |           |                 | Responsible Official<br>(Name, Title, Office Email)                 |
|--|-------------------------------------|-----------|-----------------|---|
|  | Full Time                           | Part Time | Collateral Duty |   |
| Processing applications from PWD and PWTB  | 1                                   | 0         | 0               | Nilsa Grange<br>HR Specialist<br>nilsa.grangestb.gov                |
| Answering questions from the public about hiring authorities that take disability into account | 1                                   | 0         | 0               | Nilsa Grange<br>HR Specialist<br>nilsa.grange@stb.gov               |
| Processing reasonable accommodation requests from applicants and employees                     | 2                                   | 0         | 0               | Reasonable Accommodation Panel<br>Deputy Various<br>raap@stb.gov    |
| Section 508 Compliance   | 1                                   | 0         | 0               | Usha Naik<br>Chief Information Officer<br>usha.naik@stb.gov         |
| Architectural Barriers Act Compliance  | 1                                   | 0         | 0               | Michael Sullivan<br>Chief of Facilities<br>michael.sullivan@stb.gov |
| Special Emphasis Program for PWD and PWTB  | 1                                   | 0         | 0               | Ebony Jarrett<br>EEO Director<br>ebony.jarrett@stb.gov              |

3. Has the agency provided disability program staff with sufficient training to carry out their responsibilities during the reporting period? If “yes”, describe the training that disability program staff have received. If “no”, describe the training planned for the upcoming year.

Answer Yes

Disability program staff completed Schedule A training, via FedTalent.

**B. PLAN TO ENSURE SUFFICIENT FUNDING FOR THE DISABILITY PROGRAM**

Has the agency provided sufficient funding and other resources to successfully implement the disability program during the reporting period? If “no”, describe the agency’s plan to ensure all aspects of the disability program have sufficient funding and other resources.

Answer Yes

**Section III: Program Deficiencies In The Disability Program**

## Section IV: Plan to Recruit and Hire Individuals with Disabilities

Pursuant to 29 C.F.R. §1614.203(d)(1)(i) and (ii), agencies must establish a plan to increase the recruitment and hiring of individuals with disabilities. The questions below are designed to identify outcomes of the agency’s recruitment program plan for PWD and PWTD

### A. PLAN TO IDENTIFY JOB APPLICATIONS WITH DISABILITIES

1. Describe the programs and resources the agency uses to identify job applicants with disabilities, including individuals with targeted disabilities.

The EEO Director sent recruitment announcements to disability affinity groups in an effort to identify job applicants with disabilities, including individuals with targeted disabilities.

2. Pursuant to 29 C.F.R. §1614.203(a)(3), describe the agency’s use of hiring authorities that take disability into account (e.g., Schedule A) to recruit PWD and PWTD for positions in the permanent workforce

Agency appropriately processes Schedule A applicants per OPM guidance.

3. When individuals apply for a position under a hiring authority that takes disability into account (e.g., Schedule A), explain how the agency (1) determines if the individual is eligible for appointment under such authority; and, (2) forwards the individual’s application to the relevant hiring officials with an explanation of how and when the individual may be appointed.

When individuals apply for a position under Schedule A, the HR specialist will confirm that the applicant has a Schedule A letter and determines if the applicant is qualified for a position by reviewing the job qualifications against the applicant’s resume. The HR specialist then provides a qualified applicants’ application/resume to the hiring official. The HR Specialist will also explain the Schedule A hiring authority should the hiring official have any questions.

4. Has the agency provided training to all hiring managers on the use of hiring authorities that take disability into account (e.g., Schedule A)? If “yes”, describe the type(s) of training and frequency. If “no”, describe the agency’s plan to provide this training.

Answer Yes

In FY 2019, all hiring managers were required to complete Schedule A training using the online learning system, FedTalent.

### B. PLAN TO ESTABLISH CONTACTS WITH DISABILITY EMPLOYMENT ORGANIZATIONS

Describe the agency’s efforts to establish and maintain contacts with organizations that assist PWD, including PWTD, in securing and maintaining employment.

The EEO Office periodically contacts the Department of Labor’s (DOL) disability program regarding the Workforce Recruitment Program and communicates with Veterans Employment and Training within DOL and the State of Maryland’s Division of Rehabilitation Services.

### C. PROGRESSION TOWARDS GOALS (RECRUITMENT AND HIRING)

1. Using the goals of 12% for PWD and 2% for PWTD as the benchmarks, do triggers exist for PWD and/or PWTD among the new hires in the permanent workforce? If “yes”, please describe the triggers below.

a. New Hires for Permanent Workforce (PWD) Answer Yes

b. New Hires for Permanent Workforce (PWTD)

Answer Yes

None of the new hires self-identified as being a PWD/PWTD.

| New Hires                 | Total<br>(#) | Reportable Disability   |                         | Targeted Disability     |                         |
|---------------------------|--------------|-------------------------|-------------------------|-------------------------|-------------------------|
|                           |              | Permanent Workforce (%) | Temporary Workforce (%) | Permanent Workforce (%) | Temporary Workforce (%) |
| % of Total Applicants     | 0            |                         |                         |                         |                         |
| % of Qualified Applicants | 0            |                         |                         |                         |                         |
| % of New Hires            | 0            |                         |                         |                         |                         |

2. Using the qualified applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among the new hires for any of the mission- critical occupations (MCO)? If “yes”, please describe the triggers below. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. New Hires for MCO (PWD)

Answer No

b. New Hires for MCO (PWTD)

Answer No

| New Hires to Mission-Critical Occupations | Total<br>(#) | Reportable Disability    |               | Targetable Disability    |               |
|---|--------------|--------------------------|---------------|--------------------------|---------------|
|   |              | Qualified Applicants (%) | New Hires (%) | Qualified Applicants (%) | New Hires (%) |
| Numerical Goal                            | --           | 12%                      |               | 2%                       |               |

3. Using the relevant applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among the qualified internal applicants for any of the mission-critical occupations (MCO)? If “yes”, please describe the triggers below. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Qualified Applicants for MCO (PWD)

Answer No

b. Qualified Applicants for MCO (PWTD)

Answer No

4. Using the qualified applicant pool as the benchmark, do triggers exist for PWD and/or PWTD among employees promoted to any of the mission- critical occupations (MCO)? If “yes”, please describe the triggers below. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Promotions for MCO (PWD)

Answer No

b. Promotions for MCO (PWTD)

Answer No

## Section V: Plan to Ensure Advancement Opportunities for Employees with Disabilities

Pursuant to 29 C.F.R. §1614.203(d)(1)(iii), agencies are required to provide sufficient advancement opportunities for employees with disabilities. Such activities might include specialized training and mentoring programs, career development opportunities,

awards programs, promotions, and similar programs that address advancement. In this section, agencies should identify, and provide data on programs designed to ensure advancement opportunities for employees with disabilities.

**A. ADVANCEMENT PROGRAM PLAN**

Describe the agency’s plan to ensure PWD, including PWTD, have sufficient opportunities for advancement.

The STB is committed to ensuring opportunities for advancement for PWD and PWTD by allowing for various training opportunities to enhance skills and development.

**B. CAREER DEVELOPMENT OPPORTUNITES**

1. Please describe the career development opportunities that the agency provides to its employees.

As a small agency, the STB does not have a formal development program. However, it provides training and offers periodic details (internal and external).

2. In the table below, please provide the data for career development opportunities that require competition and/or supervisory recommendation/ approval to participate.

| Career Development Opportunities  | Total Participants |               | PWD            |               | PWTD           |               |
|-----------------------------------|--------------------|---------------|----------------|---------------|----------------|---------------|
|                                   | Applicants (#)     | Selectees (#) | Applicants (%) | Selectees (%) | Applicants (%) | Selectees (%) |
| Internship Programs               | 0                  | 0             | 0              | 0             | 0              | 0             |
| Fellowship Programs               | 0                  | 0             | 0              | 0             | 0              | 0             |
| Mentoring Programs                | 0                  | 0             | 0              | 0             | 0              | 0             |
| Coaching Programs                 | 0                  | 0             | 0              | 0             | 0              | 0             |
| Training Programs                 | 0                  | 0             | 0              | 0             | 0              | 0             |
| Detail Programs                   | 0                  | 0             | 0              | 0             | 0              | 0             |
| Other Career Development Programs | 0                  | 0             | 0              | 0             | 0              | 0             |

3. Do triggers exist for PWD among the applicants and/or selectees for any of the career development programs? (The appropriate benchmarks are the relevant applicant pool for the applicants and the applicant pool for selectees.) If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Applicants (PWD) Answer N/A

b. Selections (PWD) Answer N/A

Not applicable, as the STB does not have any formal career development programs due to its small size. However, all staff members are encouraged to seek out and attend trainings to maintain and develop their skillsets.

4. Do triggers exist for PWTD among the applicants and/or selectees for any of the career development programs? (The appropriate benchmarks are the relevant applicant pool for the applicants and the applicant pool for selectees.) If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

a. Applicants (PWTD) Answer N/A

b. Selections (PWTD) Answer N/A

Not applicable, as the STB does not have any formal career development programs due to its small size. However, all staff members are encouraged to seek out and attend trainings to maintain and develop their skillsets.

**C. AWARDS**

1. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for any level of the time-off awards, bonuses, or other incentives? If “yes”, please describe the trigger(s) in the text box.

- a. Awards, Bonuses, & Incentives (PWD) Answer No
- b. Awards, Bonuses, & Incentives (PWTD) Answer No

| Time-Off Awards | Total (#) | Reportable Disability % | Without Reportable Disability % | Targeted Disability % | Without Targeted Disability % |
|-----------------|-----------|-------------------------|---------------------------------|-----------------------|-------------------------------|
| Cash Awards     | Total (#) | Reportable Disability % | Without Reportable Disability % | Targeted Disability % | Without Targeted Disability % |

2. Using the inclusion rate as the benchmark, does your agency have a trigger involving PWD and/or PWTD for quality step increases or performance- based pay increases? If “yes”, please describe the trigger(s) in the text box.

- a. Pay Increases (PWD) Answer No
- b. Pay Increases (PWTD) Answer No

| Other Awards                   | Total (#) | Reportable Disability % | Without Reportable Disability % | Targeted Disability % | Without Targeted Disability % |
|--------------------------------|-----------|-------------------------|---------------------------------|-----------------------|-------------------------------|
| Performance Based Pay Increase | 0         | 0.00                    | 0.00                            | 0.00                  | 0.00                          |

3. If the agency has other types of employee recognition programs, are PWD and/or PWTD recognized disproportionately less than employees without disabilities? (The appropriate benchmark is the inclusion rate.) If “yes”, describe the employee recognition program and relevant data in the text box.

- a. Other Types of Recognition (PWD) Answer N/A
- b. Other Types of Recognition (PWTD) Answer N/A

Not applicable, as the STB did not have any other type of employee recognition program during FY 2019.

**D. PROMOTIONS**

1. Does your agency have a trigger involving PWD among the qualified internal applicants and/or selectees for promotions to the senior grade levels? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. SES
  - i. Qualified Internal Applicants (PWD) Answer No
  - ii. Internal Selections (PWD) Answer No
- b. Grade GS-15

|  |        |    |
|--|--------|----|
| i. Qualified Internal Applicants (PWD) | Answer | No |
| ii. Internal Selections (PWD)          | Answer | No |
| c. Grade GS-14                         |        |    |
| i. Qualified Internal Applicants (PWD) | Answer | No |
| ii. Internal Selections (PWD)          | Answer | No |
| d. Grade GS-13                         |        |    |
| i. Qualified Internal Applicants (PWD) | Answer | No |
| ii. Internal Selections (PWD)          | Answer | No |

2. Does your agency have a trigger involving PWTB among the qualified internal applicants and/or selectees for promotions to the senior grade levels? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

|   |        |    |
|---|--------|----|
| a. SES                                  |        |    |
| i. Qualified Internal Applicants (PWTB) | Answer | No |
| ii. Internal Selections (PWTB)          | Answer | No |
| b. Grade GS-15                          |        |    |
| i. Qualified Internal Applicants (PWTB) | Answer | No |
| ii. Internal Selections (PWTB)          | Answer | No |
| c. Grade GS-14                          |        |    |
| i. Qualified Internal Applicants (PWTB) | Answer | No |
| ii. Internal Selections (PWTB)          | Answer | No |
| d. Grade GS-13                          |        |    |
| i. Qualified Internal Applicants (PWTB) | Answer | No |
| ii. Internal Selections (PWTB)          | Answer | No |

3. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

|                             |        |    |
|-----------------------------|--------|----|
| a. New Hires to SES (PWD)   | Answer | No |
| b. New Hires to GS-15 (PWD) | Answer | No |
| c. New Hires to GS-14 (PWD) | Answer | No |
| d. New Hires to GS-13 (PWD) | Answer | No |

4. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the new hires to the senior grade levels? For non-GS pay plans, please use the approximate senior grade levels. If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

|                              |        |    |
|------------------------------|--------|----|
| a. New Hires to SES (PWTD)   | Answer | No |
| b. New Hires to GS-15 (PWTD) | Answer | No |
| c. New Hires to GS-14 (PWTD) | Answer | No |
| d. New Hires to GS-13 (PWTD) | Answer | No |

5. Does your agency have a trigger involving PWD among the qualified internal applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

|  |        |    |
|--|--------|----|
| a. Executives                          |        |    |
| i. Qualified Internal Applicants (PWD) | Answer | No |
| ii. Internal Selections (PWD)          | Answer | No |
| b. Managers                            |        |    |
| i. Qualified Internal Applicants (PWD) | Answer | No |
| ii. Internal Selections (PWD)          | Answer | No |
| c. Supervisors                         |        |    |
| i. Qualified Internal Applicants (PWD) | Answer | No |
| ii. Internal Selections (PWD)          | Answer | No |

6. Does your agency have a trigger involving PWTD among the qualified internal applicants and/or selectees for promotions to supervisory positions? (The appropriate benchmarks are the relevant applicant pool for qualified internal applicants and the qualified applicant pool for selectees.) If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

|   |        |    |
|---|--------|----|
| a. Executives                           |        |    |
| i. Qualified Internal Applicants (PWTD) | Answer | No |
| ii. Internal Selections (PWTD)          | Answer | No |
| b. Managers                             |        |    |
| i. Qualified Internal Applicants (PWTD) | Answer | No |
| ii. Internal Selections (PWTD)          | Answer | No |
| c. Supervisors                          |        |    |



- i. Qualified Internal Applicants (PWTD) Answer No
- ii. Internal Selections (PWTD) Answer No

7. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWD among the selectees for new hires to supervisory positions? If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. New Hires for Executives (PWD) Answer No
- b. New Hires for Managers (PWD) Answer No
- c. New Hires for Supervisors (PWD) Answer No

8. Using the qualified applicant pool as the benchmark, does your agency have a trigger involving PWTD among the selectees for new hires to supervisory positions? If “yes”, describe the trigger(s) in the text box. Select “n/a” if the applicant data is not available for your agency, and describe your plan to provide the data in the text box.

- a. New Hires for Executives (PWTD) Answer No
- b. New Hires for Managers (PWTD) Answer No
- c. New Hires for Supervisors (PWTD) Answer No

## Section VI: Plan to Improve Retention of Persons with Disabilities

To be model employer for persons with disabilities, agencies must have policies and programs in place to retain employees with disabilities. In this section, agencies should: (1) analyze workforce separation data to identify barriers retaining employees with disabilities; (2) describe efforts to ensure accessibility of technology and facilities; and (3) provide information on the reasonable accommodation program and workplace assistance services.

### A. VOLUNTARY AND INVOLUNTARY SEPARATIONS

1. In this reporting period, did the agency convert all eligible Schedule A employees with a disability into the competitive service after two years of satisfactory service (5 C.F.R. § 213.3102(u)(6)(i))? If “no”, please explain why the agency did not convert all eligible Schedule A employees.

Answer N/A

In FY 2019, the STB did not have any eligible Schedule A employees to convert into the competitive service.

2. Using the inclusion rate as the benchmark, did the percentage of PWD among voluntary and involuntary separations exceed that of persons without disabilities? If “yes”, describe the trigger below.

- a. Voluntary Separations (PWD) Answer No
- b. Involuntary Separations (PWD) Answer No

| Separations | Total # | Reportable Disabilities % | Without Reportable Disabilities % |
|-------------|---------|---------------------------|-----------------------------------|
|-------------|---------|---------------------------|-----------------------------------|

3. Using the inclusion rate as the benchmark, did the percentage of PWTD among voluntary and involuntary separations exceed that of persons without targeted disabilities? If “yes”, describe the trigger below.

- a. Voluntary Separations (PWTD) Answer No
- b. Involuntary Separations (PWTD) Answer No

| Separations | Total # | Targeted Disabilities % | Without Targeted Disabilities % |
|-------------|---------|-------------------------|---------------------------------|
|-------------|---------|-------------------------|---------------------------------|

4. If a trigger exists involving the separation rate of PWD and/or PWTD, please explain why they left the agency using exit interview results and other data sources.

**B. ACCESSIBILITY OF TECHNOLOGY AND FACILITIES**

Pursuant to 29 CFR §1614.203(d)(4), federal agencies are required to inform applicants and employees of their rights under Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. § 794(b), concerning the accessibility of agency technology, and the Architectural Barriers Act of 1968 (42 U.S.C. § 4151-4157), concerning the accessibility of agency facilities. In addition, agencies are required to inform individuals where to file complaints if other agencies are responsible for a violation.

1. Please provide the internet address on the agency’s public website for its notice explaining employees’ and applicants’ rights under Section 508 of the Rehabilitation Act, including a description of how to file a complaint.

<https://prod.stb.gov/about-stb/open-government/>

2. Please provide the internet address on the agency’s public website for its notice explaining employees’ and applicants’ rights under the Architectural Barriers Act, including a description of how to file a complaint.

<https://prod.stb.gov/about-stb/open-government/>

3. Describe any programs, policies, or practices that the agency has undertaken, or plans on undertaking over the next fiscal year, designed to improve accessibility of agency facilities and/or technology.

The agency does not have any new plans, as we are in compliance with all programs, policies and practices that provide accessibility of agency facilities and/or technology.

**C. REASONABLE ACCOMMODATION PROGRAM**

Pursuant to 29 C.F.R. § 1614.203(d)(3), agencies must adopt, post on their public website, and make available to all job applicants and employees, reasonable accommodation procedures.

1. Please provide the average time frame for processing initial requests for reasonable accommodations during the reporting period. (Please do not include previously approved requests with repetitive accommodations, such as interpreting services.)

The average processing time for initial requests was 20.75 days.

2. Describe the effectiveness of the policies, procedures, or practices to implement the agency’s reasonable accommodation program. Some examples of an effective program include timely processing requests, timely providing approved accommodations, conducting training for managers and supervisors, and monitoring accommodation requests for trends.

This STB report is being published in accordance with the STB's commitment to transparency and public participation. The STB's EEO standards, which were updated in FY 2019, are being implemented. This change in

**D. PERSONAL ASSISTANCE SERVICES ALLOWING EMPLOYEES TO PARTICIPATE IN THE WORKPLACE**

*Pursuant to 29 CFR §1614.203(d)(5), federal agencies, as an aspect of affirmative action, are required to provide personal assistance services (PAS) to employees who need them because of a targeted disability, unless doing so would impose an undue hardship on the agency.*

Describe the effectiveness of the policies, procedures, or practices to implement the PAS requirement. Some examples of an effective program include timely processing requests for PAS, timely providing approved services, conducting training for managers and supervisors, and monitoring PAS requests for trends.

There were no requests for Personal Assistance Services during FY 2019.

**Section VII: EEO Complaint and Findings Data**

**A. EEO COMPLAINT DATA INVOLVING HARASSMENT**

- 1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging harassment, as compared to the governmentwide average?

Answer N/A

- 2. During the last fiscal year, did any complaints alleging harassment based on disability status result in a finding of discrimination or a settlement agreement?

Answer N/A

- 3. If the agency had one or more findings of discrimination alleging harassment based on disability status during the last fiscal year, please describe the corrective measures taken by the agency.

Not applicable, as there were no findings of discrimination.

**B. EEO COMPLAINT DATA INVOLVING REASONABLE ACCOMMODATION**

- 1. During the last fiscal year, did a higher percentage of PWD file a formal EEO complaint alleging failure to provide a reasonable accommodation, as compared to the government-wide average?

Answer N/A

- 2. During the last fiscal year, did any complaints alleging failure to provide reasonable accommodation result in a finding of discrimination or a settlement agreement?

Answer N/A

- 3. If the agency had one or more findings of discrimination involving the failure to provide a reasonable accommodation during the last fiscal year, please describe the corrective measures taken by the agency.

Not applicable, as there were no findings of discrimination.

**Section VIII: Identification and Removal of Barriers**

Element D of MD-715 requires agencies to conduct a barrier analysis when a trigger suggests that a policy, procedure, or practice may be impeding the employment opportunities of a protected EEO group.

1. Has the agency identified any barriers (policies, procedures, and/or practices) that affect employment opportunities for PWD and/or PWTD?

Answer No

2. Has the agency established a plan to correct the barrier(s) involving PWD and/or PWTD?

Answer N/A

3. Identify each trigger and plan to remove the barrier(s), including the identified barrier(s), objective(s), responsible official(s), planned activities, and, where applicable, accomplishments

|  |  |
|--|--|
| <p><b>STATEMENT OF CONDITION THAT WAS A TRIGGER FOR A POTENTIAL BARRIER:</b></p> <p>Provide a brief narrative describing the condition at issue.</p> <p>How was the condition recognized as a potential barrier?</p> | <p>Low participation rates for PWD/PWTD at all levels of the organization.</p>                       |
| <p><b>STATEMENT OF BARRIER GROUPS:</b></p>   | <p><i>Barrier Group</i></p> <p>People with Disabilities</p> <p>People with Targeted Disabilities</p> |

4. Please explain the factor(s) that prevented the agency from timely completing any of the planned activities.

NA

5. For the planned activities that were completed, please describe the actual impact of those activities toward eliminating the barrier(s).

Although no barrier was identified, the STB was able to increase the number of PWTDs in the workforce.

6. If the planned activities did not correct the trigger(s) and/or barrier(s), please describe how the agency intends to improve the plan for the next fiscal year.

NA