



Equal Employment Opportunity (EEO)

Program

December 2011

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PIEDMONT AUTHORITY FOR REGIONAL TRANSPORTATION
EQUAL EMPLOYMENT OPPORTUNITY PROGRAM PLAN COMPONENTS

PIEDMONT AUTHORITY FOR REGIONAL TRANSPORTATION BOARD OF TRUSTEES

GREENSBORO, NORTH CAROLINA

UMTA C 4701.1
CHAPTER III

Overview

The Piedmont Authority for Regional Transportation (PART) is a unit of local government created under the N.C.G.S. Chapter 60 Article 27. Although PART has long utilized Federal Transit Administration (FTA) funds for the development of Capital Investments in the PART territorial jurisdiction; PART has not had more than 50 employees and thus has not implemented a formal EEO program as outlined in the U.S. Department of Transportation's Urban Mass Transportation Administration (UMTA) Circular (cir) 4704.1 (Equal Employment Opportunity Program Guidelines for Grant Recipients).

With the transfer of employee's from a private sector provider for services provided under the Guilford County Transportation System and the Interlocal Agreement between the County of Guilford and the PART Board of Trustees; the total number of transit related employees now exceeds 50 persons. As a result of meeting this threshold, PART must now comply with the EEO Program Requirements. This submission has been prepared to provide an overview of the Piedmont Authority for Regional Transportation's compliance with Chapter III, FTA cir. 4704.1. PART has undergone a major change in the operation of our programs, as of November 14, 2011. PART is experiencing financial constraints and has undertaken the daily operation of a County human service transportation program in Guilford County, and will be transitioning the fixed route bus services to in-house operations beginning February 2012.

PART Statement of EEO Policy

The Piedmont Authority for Regional Transportation provides equal employment opportunity to all qualified employees and applicants for employment and does not discriminate on any basis prohibited by law, including race, color, creed, national origin, sex, age or disability (the fore mentioned categories are considered to be protected classes). Therefore, it is the policy of the department not to tolerate illegal discrimination. Employment decisions for PART are based only on job-related criteria and the ability to perform the essential functions of the job. All personnel actions or programs that affect qualified individuals, such as employment, upgrading, demotion or transfer, recruitment, advertising, termination, rate of pay, other forms of compensation and selection for training, are made in a manner that does not illegally discriminate against individuals.




EQUAL EMPLOYMENT OPPORTUNITY

Brent McKinney
Executive Director

EEO Policy Statement

1. The Piedmont Authority for Regional Transportation is committed to providing equal employment opportunities for people with disabilities. In keeping with our commitment to the inclusion of people with disabilities, PART makes reasonable accommodations to not impose an undue hardship on the department.
2. In addition, PART is committed to administering an ongoing Equal Employment Opportunity (EEO) Plan in order to overcome the effects of discrimination on minorities and women. The responsibility for implementing the PART EEO Program is assigned to the PART Executive Director, or designee. Data in relation to the demographics collected and reviewed on an annual basis and as needed throughout the year (see Appendix A) is updated annually.
3. The PART Human Resources/EEO Program Coordinator and the PART Executive Director share and will be responsible for ensuring EEO compliance.
4. The PART Programs Managers and Chief Financial Officer share and will be responsible for ensuring EEO compliance.
5. Any PART applicant or employees who believe that they have been discriminated against on the basis of their race, color, creed, national origin, sex, age or disability has the right to file a complaint through the use of the PART EEO Complaint Process (see Appendix B). A complaining party may file a formal written discrimination claim with Brent McKinney, PART Executive Director. The contact information for the PART office is: 7800 Airport Center Drive, Suite 102, Greensboro, NC 27409. Phone 336/662-0002, or E-mail: brentm@partnc.org. Retaliation against a complaining individual is strictly prohibited.
6. All PART Programs Managers, Chief Financial Officer, supervisors and employees are evaluated on the success of the EEO program with equal weight given to their evaluation on the performance of other PART EEO program goals in accordance with UTMA C4704.1
7. Through the successful achievement of established EEO goals, a fuller utilization and development of previously underutilized human resources will be obtained by the PART EEO program in accordance with UTMA C4704.1

 12-14-11
PART Chairperson Date

 12/14/11
PART Executive Director Date

B. Dissemination

Several formal communication mechanisms are used to disseminate the PART EEO Policy and programs to PART employees and the general public. A written PART Policy of Affirmative Action Letter is disseminated throughout the organization structure and in the general public sector.

Other forms of dissemination of this policy include the following internal and external processes:

Internally:

- The PART Human Resources Department send out a written EEO-related communications to both the employees and the managers.
- The EEO Policies and Procedures Handbook. This section includes references to the current EEO Policy and the right of employees and applicants to file grievances based on alleged discrimination.
- The PART Executive Director will initiate and arrange semi-annual meetings with department head managers to discuss the implementation of the EEO Program.
- Included are non-discrimination clauses in all contractual provisions and agreements.
- All noon-supervisory staff is informed of the EEO Policy by posters which are posted in the employee break room areas.
- The PART Executive Director arranges semi-annual meetings with all staff members to discuss EEO Policy and guidelines.
- The PART office provides on-going training sessions for employees.
- All new-hire employees are required to attend an orientation program at which the EEO handbook is reviewed. The review includes the Equal Employment Opportunity and Non-Discrimination section of the manual.

Externally:

- PART provides in all notices of job opportunities, that PART is an Equal Employment Opportunity Affirmative Action employer and does not discriminate in its hiring practices.
- Recruitment efforts and vacancy postings are located on the PART website. Included in every announcement is the statement of the policy that PART is an Equal Employment Opportunity Affirmative Action employer.

C. Designation of Personnel Responsibility

The PART Executive Director oversees the Equal Employment Opportunity program and reports directly to the PART Board of Trustees. Among other work responsibilities, the PART human resources point of contact implements policies that will ensure equal employment opportunities in the hiring and promotion process and recommending changes in the employment process to the PART Executive Director and the PART Board of Trustees.

The PART Executive Director and PART Management staff work in partnership to manage the PART EEO Program. In addition, EEO policy prohibits employees and applicants from being subject to harassment, intimidation, threats, coercion, or discrimination because they have engaged in, or may have engaged in EEO related activities such as filing a complaint, assisting or participating in an investigation, compliance review or hearing. Employees are also protected from opposing any act or participate of discrimination. The PART office has the overall responsibility for implementing the EEO Policy and FTA Cir. 4704.1. The PART Board of Trustees has given the PART Executive Director the primary management responsibility for ensuring that the Piedmont Authority for Regional Transportation is in full compliance with equal employment opportunity mandates and goals in accordance with FTA Cir. 4704.1

D. Utilization Analysis

The following includes a Utilization Analysis of minorities and women included in PART by job titles as well as minority and female availability analysis.

Tables have been compiled with this report to determine whether there exist conditions within PART which reflect an underutilization of minorities or females. Underutilization exists when there are fewer minorities and/or women in a particular job category or department that would reasonably be expected based on their presence in the labor force. To make this analysis, the following factors have been considered:

1. A “Work Force Analysis” has been completed for PART and is displayed on Appendix A. For each job category, the analysis includes the rates of pay for each job category, as well as a breakdown of the total number of employees by gender and by race group. Descriptions for all job positions employed by PART are available in the Human Resources Department.
2. An “Availability Analysis” has been completed for PART and is shown in Appendix B. For each job category, the analysis compares the percentage of available labor force within the Piedmont Triad Region that is consistent with the PART territorial jurisdiction; with existing personnel by job category by gender and by race.
3. Underutilization is determined by comparing the available total number of minorities in the job group with PART existing total incumbents.

PART is committed to identifying any underutilization and if such is found all measures to correct the issue will be implemented. The goals that will be established will be meaningful, measurable and realistic. They will be attainable and flexible targets, not quotas, which are

prohibited by law. Goals may be revised to accommodate changes that impact PART workforce.

E. Goals and Timetables

1. To establish and maintain employment level goals pursuant to joint Federal Equal Employment Opportunity Commission, U.S. Department of Justice, North Carolina Department of Labor, Office of Federal Contract Compliance and U.S. Census Bureau, for racial minorities and women.
2. To distribute minority and female employment proportionately throughout job classes in service with PART.
3. To make continuous effort to eliminate artificial barriers to employment and to prevent occurrence of arbitrary discrimination practices relating to employment or access to promotion within the PART agency.
4. To provide an atmosphere of acceptance and understanding in which differences of race, gender, creed, religion, color, national origin, age or sexual orientation contribute to, rather than distract from effective job relations.
5. To eliminate physical barriers and constraints in both facilities and job composition which work against employment of the disabled.

F. Assessment of Employment Practices to Identify Causes of Underutilization: Affirmative Action to Remedy Problem areas

1. Recruitment and Employment Selection Procedures
PART recruitment methods are focused upon drawing candidates from the largest available sources of candidates possible. Job listings outside of the agency can be posted with a variety of sources including the N.C. Department of Labor, Monster and Yahoo websites, PART website, local newspapers and area agencies that receive services directly and those that are partnering agencies to the PART organization that provide job openings in the government/public sector exclusively. Included in every job announcement is the statement of the policy the PART organization is an EEO employer.

2. Seniority Practices and Provisions
PART currently does not have a seniority practices or provisions in place. Open positions are posted for all PART employees to see and to apply. Any interested candidate who applies for a position is interviewed and provided the same opportunity to prove their capabilities of being the best candidate for the open position.

PART's promotion and career advancement practices are described in the guidelines of the employee handbook; stating that PART will not unlawfully discriminate on the basis of race, color, creed, religion, gender, veteran status, national origin, ancestry, citizenship, age, physical disability, mental disability, medical condition or sexual orientation.

3. Procedures and Practices Regarding Wages, Salary Levels
Information regarding the distribution of wages and salary levels is described in the PART Employee handbook and the PART Financial Policy and Procedures handbook. For further information regarding the established salary and wages practices of PART, please refer to the PART Employee handbook.
4. Disciplinary Procedures: Discharge; and Termination
The PART disciplinary process and procedures are outlined in the PART Employee Handbook associated with employee discipline, termination and the rules of conduct expected from all employees in the workplace setting. No disciplinary or termination decision should be on the basis of race, color, creed, religion, gender, national origin, age, or disability.
5. Accessibility of Employment Opportunities to Minorities and Women
PART is an Equal Opportunity employer. Job announcements for available positions are posted on www.partnc.org and advertised in local papers, trade specific publications.
6. Analysis of Recent Employment Changes
The PART present employee changes are what is prompting the creation of this EEO program and associated policies. The transition of the Guilford County Transportation Human Services program will increase the number of transportation related employees to over 50. Additionally, the employment of the new County service employees have employees transfer to the PART organization to continue their employment.

There are 90% of all employees working under the County service that are minority and women. Of all PART employee within the administrative office there has been an increase in staff support for the financial department. All other employment has been the same for the past three years.

G. PART EEO Monitoring and Reporting Systems

The Piedmont Authority for Regional Transportation has developed an internal and workable monitoring and reporting system which measures the effectiveness of its EEO Policies in accordance with FTA Circular 4704.1

1. Quarterly updates of EEO Information/Review of goals will be provided to the PART Executive Director. PART views the activities that are listed below as critical to the success of Equal Employment Opportunities Programs within the PART organization.
 - The PART office will continue to monitor records of applicants flow, referrals, placements, rejected offers, training, transfers, promotions, terminations and any layoffs or recalls to ensure that PART's non-discriminatory policy is carried out. PART EEO Policies and Procedures will be reviewed and revised in accordance with FTA Cir. 4704.1.

- The PART Executive Director and Management staff will inform each other of any EEO-related problems that arise in their respective areas so that immediate and appropriate steps can be taken to resolve any issues.
 - PART recognizes its responsibility to affirmative action and is committed to fulfilling this responsibility by complying with all government regulations and laws pertaining to equal employment opportunity. As part of this commitment PART management will be kept abreast of developments in the affirmative action area. The primary line of communication with PART management will be through quarterly reporting.
 - The PART Human Resources office and Operations Department Management Personnel will generate internal reports for the PART Executive Director and PART Board of Trustees annually and on a regular basis throughout the year to evaluate the degree to which the PART EEO/Affirmative Action objectives are being obtained.
 - Progress on the PART Programs and compliance of the Affirmative Action Plan will be discussed at supervisor meetings, and relevant information will be communicated to the PART employees during regular departmental meetings as appropriate.
 - The PART Executive Director will periodically report information in relation to the PART EEO plan and progress to the PART Board of Trustees through quarterly statistical data report. The PART Human Resources and Management staff will oversee the effectiveness of the PART Services and Regional Programs. The PART EEO Program Plan will be examined every three years in accordance with FTA Cir. 4704.1
2. Monitoring of Sub-Contractor. PART will require any sub-contractor engaged in performing under the various PART Regional Programs to prepare and share their prospective EEO Plans. The sub-contractor EEO plans are designed to be effective for approximately the same period as the PART Program Plan, every three years in accordance with FTA Cir. 4704.1. Thus, at the time that PART will revise/update its own EEO Program Plan and analysis, it will require similar updates from each to its sub-contractors.
- The separate sub-contractor EEO plans will be provided to FTA office via email when applicable and in so much that a sub-contract exist.



EQUAL EMPLOYMENT OPPORTUNITY

Brent McKinney
Executive Director

Piedmont Authority for Regional Transportation EEO Title VI, VII Complaint Process

It is the policy of the Piedmont Authority for Regional Transportation to protect each individual's civil rights. PART is committed to equal opportunity and equity. Therefore, the PART agency complies with the provisions of Title VI and VII, of the Civil Rights Act of 1964. These mandates state that no person, on the grounds of race, color, creed, national origin, sex, age or disability, may be excluded from, be denied the benefits of, or be subjected to discrimination.

PART is committed to enforcing civil rights provisions and protecting the rights and opportunities of all persons, employees and other associated with the PART agency of affected by its programs. Therefore, PART will take positive and realistic action steps to ensure that all persons and/or firms wishing to participate in the department's programs are given an equal and equitable chance to participate and/or receive benefits at each phase of programming.

Any person(s) or firm(s) who feel that they have been discriminated against based on race, color, creed, national origin, sex, age or disability, is encouraged to report such violations to the Piedmont Authority for Regional Transportation Executive Director, Program Manager and Office of Human Resources.

Individuals who are having Title VII grievances may first speak to the Executive Director on an informal basis to receive information and advisement in relation to their specific situation without filing a formal grievance. The Piedmont Authority for Regional Transportation Executive Director can be contacted at the following address:

Piedmont Authority for Regional Transportation
7800 Airport Center Drive, Suite 102
Greensboro, NC 27409
Phone: 336/662-0002

If the complaining individual does not feel that their concerns have been resolved at the level of the PART Executive Director, then they may file a formal written discrimination complaint with the PART Office of Human Resources within 60 days from the date of the last alleged discrimination act. The complainant is required to provide sufficient information to substantiate discriminatory allegations. Individuals may withdraw a formal grievance and decide to seek mediation or an informal resolution at any point of the process. The PART Human Resources can be contacted at the following address:

7800 Airport Center Drive, Suite 102
Greensboro, NC 27409
Phone: 336/662-0002

All managers, employees, vendors and contractors connected with PART are required:

- To fully cooperate in the investigation process;
- Not to withhold any information (written, emailed, or oral) connected to an investigation;
- To make themselves available for questioning within 5 working days of a request for a meeting from the PART Human Resources EEO Compliance Office.
- To provide truthful statements to the internal investigator;

The charge party will be issued a letter of findings and recommendations within 30 working days after the filing a complaint.

Prohibition against Retaliation in Relation

Complaints, other employees, management, participants, and witnesses are protected against any form of organizational, administrative or management retaliation due to / or in part based on participation in a complaint, inquiry, mediation and/or investigation. No one may not fire, demote, harass or otherwise “retaliate” against an individual for filing a discrimination charge.

If individuals believe they are being subjected to retaliation, the Human Resources EEO office should be identified in writing by the alleged victim of retaliation within 10 working days of the date of the alleged retaliatory act. The written allegation must outline the details of the specific acts that the individual believes are being done in retaliation.

The PART EEO Complaint Process:

Piedmont Triad, North Carolina transit riders may consult with the PART Human Resource EEO Office on an informal basis to receive information and consultation in relation to specific situations without filing a formal EEO complaint or grievance. In addition, they may withdraw a formal EEO complaint and seek mediation or an informal resolution at any point in the process.

Formal complaints must be filed in writing and signed by the citizens. PART transit riders may request to have a formal complaint issued orally and transcribed into written format by the PART Human Resources EEO Office. An oral complaint must be transcribed into written format, signed and then submitted by the complaining party. The complainant is responsible for ensuring that their oral complaint is completed, signed, and submitted to the Human Resource EEO Office within 10 days after filing the oral complaint. Once a complainant files a written complaint, a letter is necessary to effectuate the withdrawal of an internal EEO complaint.

The PART office reserves the right to conduct an investigation of any and all complaints; formal/informal; written/oral; and pending/withdrawn. The PART office also reserves the right to conduct or continue an investigation even in situations where the complaint is withdrawn.



Human Resources EEO Office

Case #: _____ - _____

EEO Complaint / Intake Form

Complaint: _____ Charged Party: _____
___ Check if EEO Counselor completed this form during counseling session with complainant.

Please complete this form in its entirety. This will assist the PART Human Resource EEO office in better understanding and handling your complaint. You will be referred to as the complainant, throughout the process.

COMPLAINANT INFORMATION

Last, First Name: _____

Street Address: _____ City: _____ State: _____ Zip: _____

Home #: _____ Work #: _____ Cell #: _____ Pager #: _____

Email Address: _____

Job Title: _____ Department: _____

Time in Dept.: _____ Years _____ Months Years of Employment: _____ Yrs _____ Mo.

Immediate Supervisor: _____ Phone #: _____

Department Manager: _____ Phone #: _____

Chairperson: _____ Phone #: _____

ALLEGED DISCRIMINATION

Check all the categories that apply to your complaint.

- ___ Age ___ Color ___ Disability ___ Gender/Sexual Harassment
- ___ National Origin ___ Race/Ethnicity ___ Religion ___ Retaliation
- ___ Veteran Status ___ Other

___ Check if additional pages are attached

1. Who is your complaint against?

2. Date(s) alleged discrimination occurred.

3. Explain the circumstances surrounding your complaint.

4. Do you have any direct evidence to support your complaint, i.e. memos, recorded conversations, performance evaluations, etc.? If so, please explain.

5. In your work environment, has there been a pattern or practice that has occurred similar to the complaint you are filing? If so, please explain.

6. Was there a reason given for the alleged action taken against you? Ex. Organizational restructuring, reduction in budget, etc. If so, please explain.

7. Have you discussed your concerns with management?

List person who may have information related to your complaint:

Name	Job Title	Contact	Relationship to you

What resolution would you like to occur?

- Mediation Department Training Session Formal Grievance
 Management Meeting with EEO Department / PART Board of Trustees
 No Further Action
 Other

Your Signature certifies that the information collected on this form is true and accurate.

Signature: _____ Date: _____

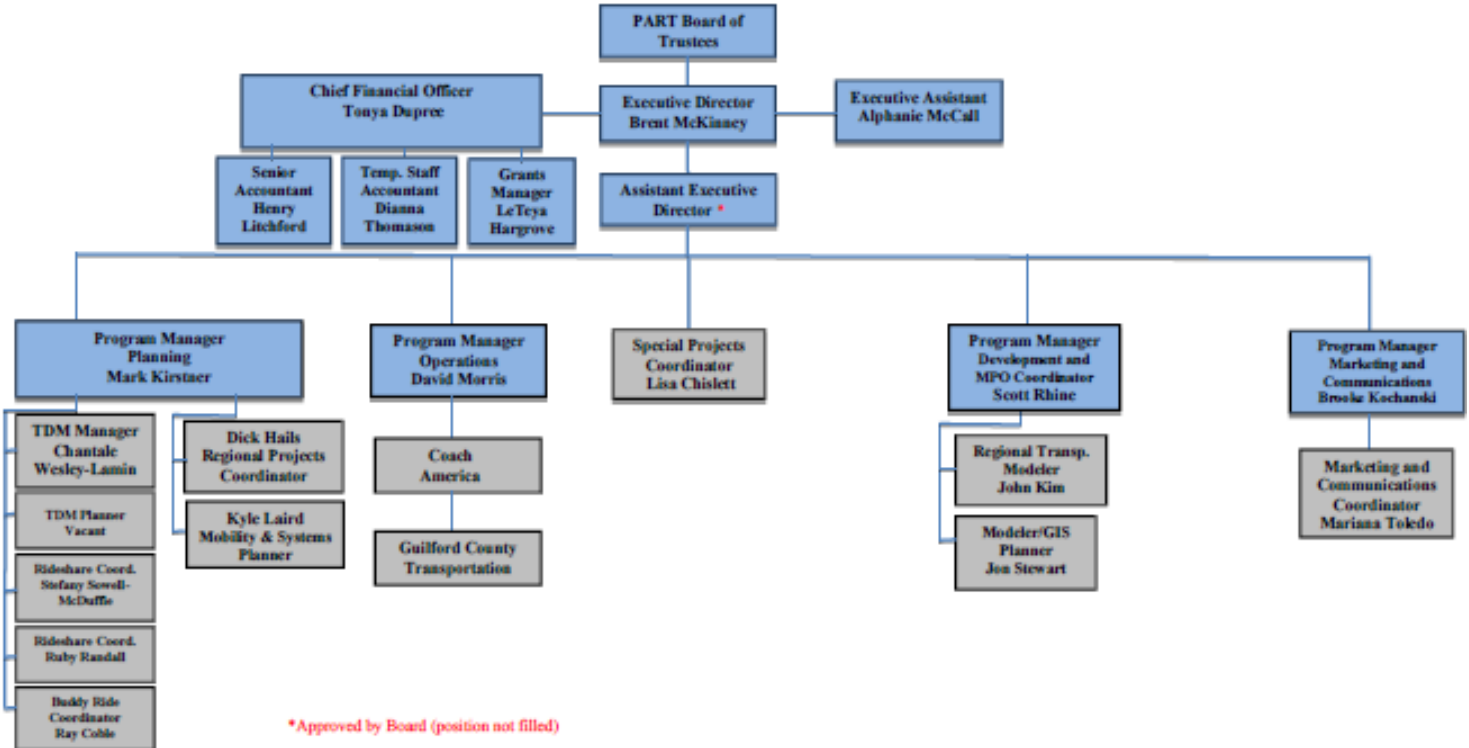
EEO Appointment Date: _____ Time: _____ am ___ pm ___

APPENDIX A



Organizational Chart

As of 11/09/11



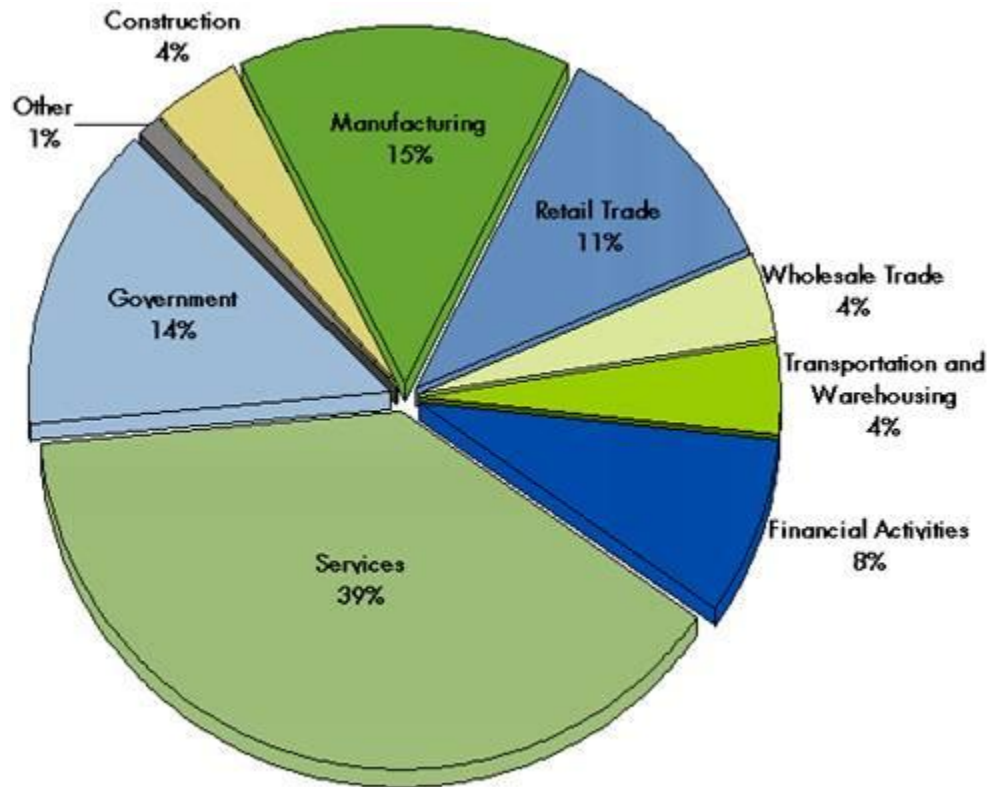
Work Force Analysis – In relation to Organization Chart Above (Current Positions):

Job Category	Rate of Pay	# of Employees	Gender	Race
Executive Branch	85,000 – 140,000	2	1 Male, 1 Female	1 White, 1 African American
Executive Assistant	32,000 – 50,000	1	1 Female	1 African American
Financial Department	27,000 – 55,000	3	1 Male, 2 Female	2 White, 1 African American
Programs Management	35,000 – 90,000	4	3 Male, 1 Female	4 White
TDM Manager	45,000 – 60,000	1	1 Female	1 African American
TDM Coordinators	25,000 – 45,000	4	1 Vacancy, 1 Male, 2 Female	1 White, 2 African American
Planning Support	40,000 – 90,000	5	4 Male, 1 Female	4 White, 1 Asian American
Driving Force	8.50 hr – 12.00 hr.	35	3 Male, 32 Female	2 White, 33 African American
Maintenance	10.00 hr. – 18.00 hr	4	4 Male	4 African American
Schedulers/Call takers	8.50 hr – 18.00 hr	5	5 Female	5 African American

Appendix B

Availability Analysis:

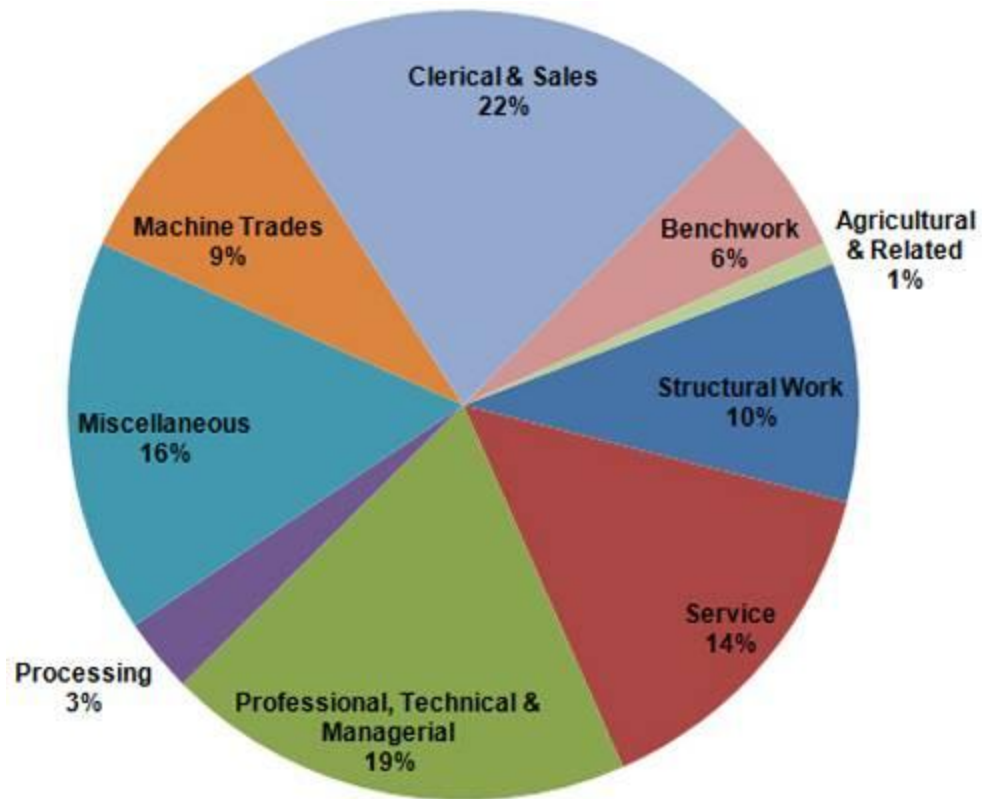
Workforce



Source: NC Employment Security Commission, Employment & Wages by Industry December 2009

Notes: Government includes all industry sectors. Other includes Agriculture, Forestry, Fishing & Hunting, Mining, Utilities and Unclassified. Financial Activities includes Finance, Insurance, Real Estate, Management of Companies and Enterprises. Services includes Information, Professional and Technical Services, Educational Services, Administrative and Waste; Accommodation and Food, Arts Entertainment and Recreation, Health Care and Social Assistance and Other Services.

Available Labor



The NC Employment Security Commission maintains a registry of applicants looking for work in the State. These applicants may be employed, but interested in moving to a new job.

The chart above details available applicants by occupational group. For more details, please contact our office.

Population by Race

Race	Number	Percent
White	1,168,021	71.3%
Black or African American	324,978	19.8%
American Indian or Alaska Native	4,579	0.3%
Asian	31,282	1.9%
Some Other Race	69,721	4.3%
Two or more Races	39,215	2.4%

Source: Decision Data Resources, Spring 2010

Population by Ethnicity

Ethnicity	Number	Percent
Hispanic or Latino	137,221	8.4%
Not Hispanic or Latino	1,500,575	91.6%

Source: Decision Data Resources, Spring 2010

Wages by Occupational Group

Occupational Group	Estimated Employment	Estimated Entry Wage	Estimated Average Wage	Estimated Median Wage	Estimated Experienced Wage
Office and Administrative Support Occupations	112,440	\$9.99	\$15.08	\$14.24	\$17.62
Production Occupations	78,630	\$9.23	\$14.55	\$13.37	\$17.21
Sales and Related Occupations	68,730	\$7.66	\$15.33	\$10.98	\$19.17
Food Preparation and Serving Related Occupations	60,550	\$7.37	\$9.12	\$8.09	\$9.99
Transportation and Material Moving Occupations	56,900	\$8.6	\$13.96	\$12.50	\$16.64
Education, Training, and Library Occupations	46,240	\$10.47	\$20.33	\$18.58	\$25.26
Healthcare Practitioners and Technical Occupations	41,660	\$16.72	\$33.02	\$26.29	\$41.16
Management Occupations	30,240	\$25.58	\$47.78	\$41.27	\$58.87
Installation, Maintenance, and Repair Occupations	30,010	\$12.43	\$19.11	\$18.18	\$22.45
Construction and Extraction Occupations	26,190	\$10.96	\$16.32	\$15.08	\$19.00
Healthcare Support Occupations	25,150	\$8.49	\$11.67	\$10.89	\$13.26
Business and Financial Operations Occupations	24,430	\$17.08	\$27.51	\$24.84	\$32.73
Building & Grounds Cleaning & Maintenance	20,640	\$7.67	\$10.28	\$9.29	\$11.58

Occup.					
Personal Care and Service Occupations	14,240	\$7.57	\$10.18	\$8.90	\$11.48
Protective Service Occupations	12,840	\$8.69	\$15.96	\$15.00	\$19.60
Computer and Mathematical Occupations	11,950	\$20.45	\$33.60	\$32.46	\$40.18
Community and Social Services Occupations	7,960	\$12.10	\$18.15	\$17.73	\$21.17
Architecture and Engineering Occupations	7,020	\$18.76	\$31.16	\$29.21	\$37.36
Arts, Design, Entertainment, Sports, and Media Occ	6,290	\$10.81	\$20.74	\$17.68	\$25.71
Life, Physical, and Social Science Occupations	4,310	\$16.85	\$27.93	\$24.87	\$33.47
Legal Occupations	3,260	\$16.96	\$39.56	\$26.23	\$50.86
Farming, Fishing, and Forestry Occupations	430	\$9.64	\$14.71	\$13.64	\$17.25

Source: NC Employment Security Commission, Occupational Employment and Wage Survey 2010