

Complaint Summary Report

Reporting Period: January - March 2026

Complaint #1

SUMMARY OF ALLEGATIONS

An SFMTA employee refused the complainant's request for Spanish language assistance during a Muni bus fare inspection. The complainant asked for training and evaluation for the employee.

FINDINGS

OCEIA reached out to the SFMTA language access liaison, who responded immediately and cooperated with OCEIA to resolve the complaint. OCEIA made multiple attempts to contact the complainant to gather additional information but could not reach them. SFMTA further investigated the complaint following their departmental protocol. OCEIA met with the SFMTA Liaison to discuss the matters highlighted in the complaint. The Liaison confirmed that the Department currently provides Title VI and Language Assistance Trainings in the following instances: New Employee Orientation by SFMTA's Workforce Development Department for all new-hires, employee transfers (including ADA transfers), promotions, as-needed individual refresher training, Annual Operator Refresher Trainings and Bi-Annual public contact staff training. The investigation did not yield enough information to confirm or deny the allegation. Nevertheless, the Department took the following steps:

- Discussed the Department's language access protocol with the involved employee and queried the employee on the protocols for contacting bilingual staff and/or telephonic language assistance.
- The Department is coordinating and scheduling refresher training for all transit fare inspectors.

RECOMMENDATIONS

- To provide refresher training for public-facing employees about the requirement to provide language access services (Admin. Code Sec. 91.4 & 91.14) as well as the Department's protocol for contacting bilingual staff and/or telephonic language services.
 - OCEIA is available to provide technical assistance and training resources if needed