

**To:** Chair Souza, Vice Chair Chaudhary  
 Members, Immigrant Rights Commission  
 Jorge Rivas, Executive Director, OCEIA

**From:** Ana I. De Carolis, Language Access and Policy Manager, OCEIA

**Re:** Quarterly Report - Language Access Complaints

**Date:** May 11, 2026

## Language Access Ordinance Quarterly Report

As mandated by the Language Access Ordinance, the Office of Civic Engagement and Immigrant Affairs (OCEIA) must provide a quarterly report to the Immigrant Rights Commission regarding language access complaints received by OCEIA.

Reporting Period (January 2026 – March 2026)  
 OCEIA received two (2) language access complaints during the reporting period.

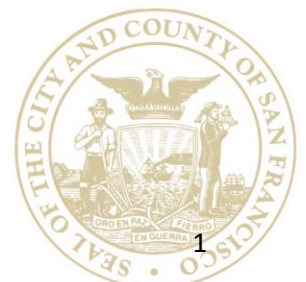
Complaint Number	Department	Summary of Allegations	Language(s)	Status
1	San Francisco Municipal Transportation Agency (SFMTA)	An SFMTA employee refused the complainant’s request for Spanish language assistance during a Muni bus fare inspection.	Spanish	Closed/Resolved
2	N/A	Out of LAO scope	N/A	Out of LAO Scope

Number of complaints filed, year-to-date.

Time Frame	Total Complaint(s) received
January 2026 – March 2026	2 complaints were filed with OCEIA during this time frame.

Comparison with the filings for the previous year

Time Frame	Total Complaint(s) received
January 2025 – March 2025	1



## Trends and Analysis

The LAO complaints received highlight the importance of:

- Providing training and reminders on language access requirements and departmental protocols to public-facing staff.

## 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.



Complaint #2

Based on the facts provided, the matter raised in the complaint was outside the scope of the Language Access Ordinance. The complaint was referred to 311.

