



October 5, 2018

Dear SFMTA Employees;

Every employee, regardless of position or the department they work in, deserves to be treated with fairness, dignity, respect and above all, to feel safe in their workplace.

Discrimination, harassment, and bullying have no place in our City workplaces. It is all of our obligation to report, investigate, and address workplace harassment and discrimination. While we must all be proactive about these issues, we must also create a culture of trust and accountability in reporting incidents. If employees do not feel they are heard, or their concerns taken seriously, we will be unsuccessful in creating safe workplaces.

Recent allegations against employees at the SFMTA have made it clear to me that the current Human Resources and EEO structure at SFMTA is not only inadequate, but lacks the trust and accountability employees deserve. While I cannot comment on the details of each of these personnel matters, what is clear is that the behavior alleged should never be tolerated in our City workplaces.

To that end I have asked Director Reiskin to immediately bring on an Ombudsperson who will serve as a high level manager with full authority to hold accountable employees at every level of the agency. This new Ombudsperson will:

- Identify and implement corrective actions in response to employee EEO, bullying, and conduct complaints;
- Ensure the appropriate level of discipline is administered;
- Ensure EEO and other claims received by Human Resources or others are promptly reported and acted upon;
- Establish a new system of accountability to track corrective actions and discipline;
- Identify trends in units, or with individuals with patterns of multiple complaints and prescribe actions to address those complaints;
- Set up an internal process for all employees to bring concerns and complaints about mistreatment and bullying which includes investigations, interventions, and responses to employees;
- Ensure all SFMTA employees are aware and comply with the SFMTA Code of Conduct, City policies, and all SFMTA supervisors and managers have received supervisory and anti-harassment trainings;
- Make recommendations to me, SFMTA leadership, and the SFMTA Board on any and all changes that may be required to ensure a safe workplace free of discrimination and harassment.



Beginning next week, and continuing until she determines the appropriate systems and staff are in place for an effective program, Dolores Blanding will serve as this new Ombudsperson. Dolores brings over 25 years of experience in human resources management and personnel relations. First beginning her career as an assistant personnel analyst for the City in 1984 she worked her way up through various positions and retired as Human Resources Director from the San Francisco International Airport in 2007.

She will serve as a resource to any of you and I would encourage all of you to bring any questions, concerns, complaints, or feedback to her directly.

Thank you all for your commitment to the residents of our City.

Sincerely,

A handwritten signature in black ink that reads "London Breed".

London N. Breed
Mayor, City and County of San Francisco