



Whistleblower Program 2008-09 Mid-Year Report

February 3, 2009

Whistleblower Hotline
3-1-1 / TTY: 415-701-2323

Outside of area code 415:
415-701-2311 /
TTY: 415-701-2323

Online
www.sfgov.org/whistleblower

E-mail
whistleblower@sfgov.org

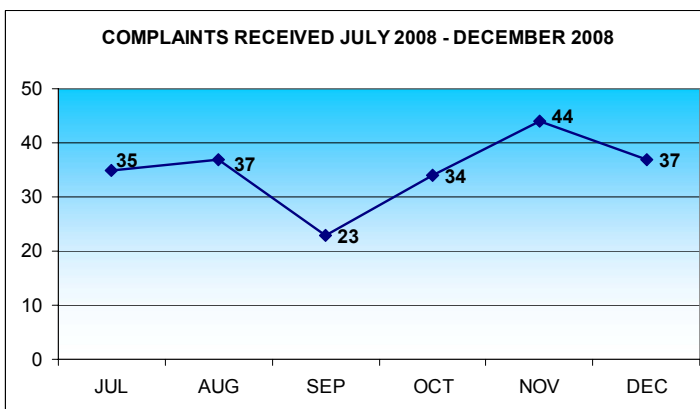
Postal mail
Whistleblower Program
c/o Controller
City Hall – Room 316
1 Dr. Carlton B. Goodlett Pl.
San Francisco, CA 94102

Whistleblower Statistics

The Whistleblower Program received 210 complaints July 1, 2008, through December 31, 2008, and closed 178 complaints during the same period. The 210 complaints received through the first half of the fiscal year represents a 36 percent increase over the same period last year.

During the current period 43 percent of complaints received were anonymous, while 57 percent included contact information. Of the complaints that did not include contact information, 69 percent were investigated while 31 percent of the anonymous complaints had insufficient detail to do meaningful follow-up work.

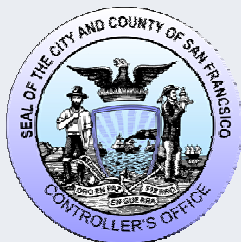
We urge anyone making a whistleblower complaint to provide contact information—it makes a difference in the ability to investigate. Contact information is protected from disclosure and will only be used by the investigators to ask follow-up questions and/or to relay results of the investigation.



Below are examples of complaint allegations and investigation results from some of the 178 complaints closed during the period July 1, 2008, through December 31, 2008.

Complaint Allegation

Resolution

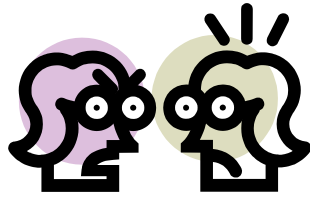


Allegation that during work hours a museum security guard was using City resources to work for a private employer.

This complaint was found to have merit. After an extensive review of the employee's phone records and work history it was determined that the employee was regularly making phone calls from their City work phone to their other employer. The employee was subsequently terminated.

Complaint Allegation

Resolution



Allegation that two City employees got into a verbal argument and later a physical altercation with no disciplinary repercussions.

This complaint was sustained, in part. At the time the complaint was received an investigation into the incident was already taking place by the department. The complaint shed light on other incidences that were not, at the time, known to the department. At the conclusion of the investigation one of the employees was terminated and the other was suspended.

Allegation that an employee left their City vehicle to verbally abuse and intimidate another driver.



This complaint was found to have merit. The employee was interviewed about the incident and admitted that they did not handle the situation professionally. The employee was disciplined and immediately transferred to a non-road duty position with little public interaction.



Allegation that a customer service employee was exceptionally rude and disrespectful.

This complaint was found to have merit. The employee was interviewed but denied knowledge of the incident. A review of the employee's personnel file revealed that the employee has had similar customer complaints in the past. The department is pursuing discipline for the employee.

Allegation that City employees were sending and receiving personal email from their work account.



This complaint was found to have merit. Several employees were counseled regarding City email policy and a departmental memo was written reminding employees of email policy.



3-1-1 is not just for whistleblower complaints. When you dial 3-1-1 (or 415-701-2311 if out of the area) you will be connected with a representative who will take complaints and requests for information regarding general City services, and will assist with non-emergency City and County of San

Francisco government matters. 3-1-1 is available in over 175 languages and offers TTY access. Visit www.sfgov.org/311 for more information.

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