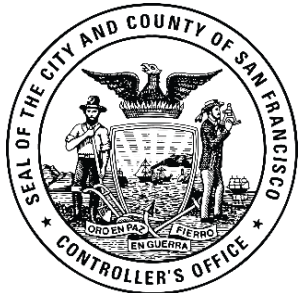




Whistleblower Program Update Review of Activities and Initiatives



Office of the Controller

Mark de la Rosa | Dave Jensen | Steven Muñoz

August 2025

Authority for Whistleblower Program

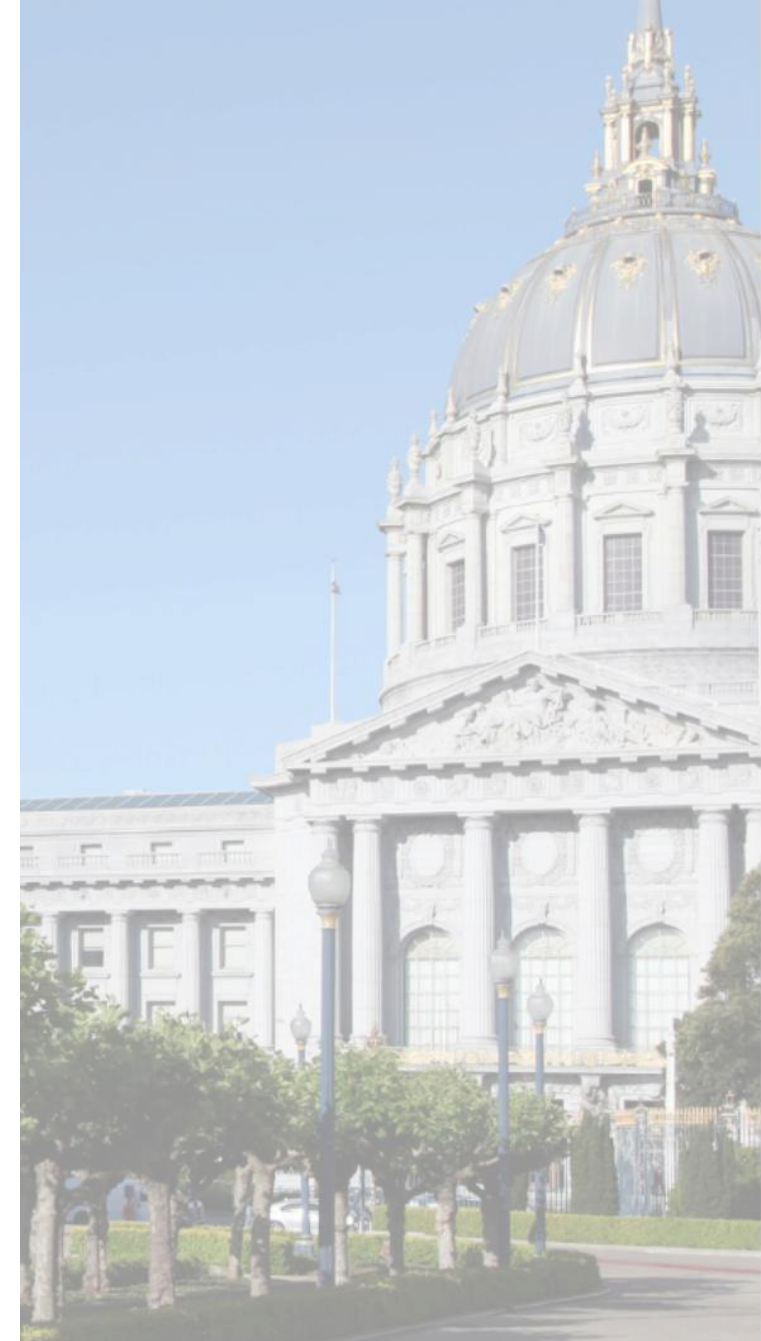
The authority for our investigations is derived from state and city law:

- California Government Code, Section [53087.6](#)
- San Francisco Charter, [Appendix F](#)
- San Francisco Campaign and Governmental Conduct Code, [Article IV](#)

Matters Appropriate for Investigation

The Whistleblower Program shall investigate or otherwise attempt to resolve reports concerning:

- Misuse of city funds.
- Improper activities by city officers and employees.
- Deficiencies in the quality and delivery of government services.
- Wasteful and inefficient government practices.



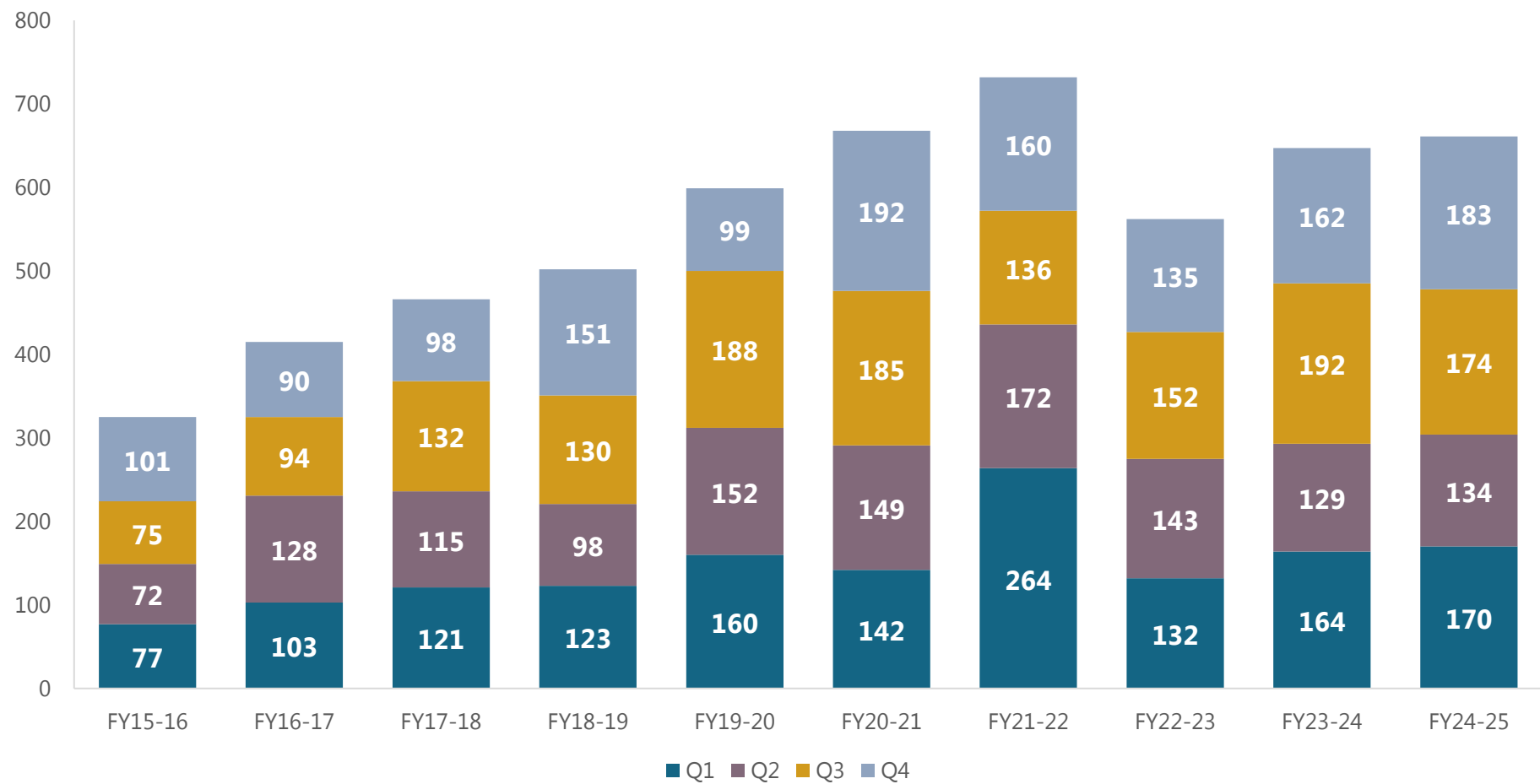
A circular inset image on the left side of the slide showing a portion of the Golden Gate Bridge, its red-orange towers and suspension cables, and the surrounding landscape including rocks and water.

Referral of Certain Reports

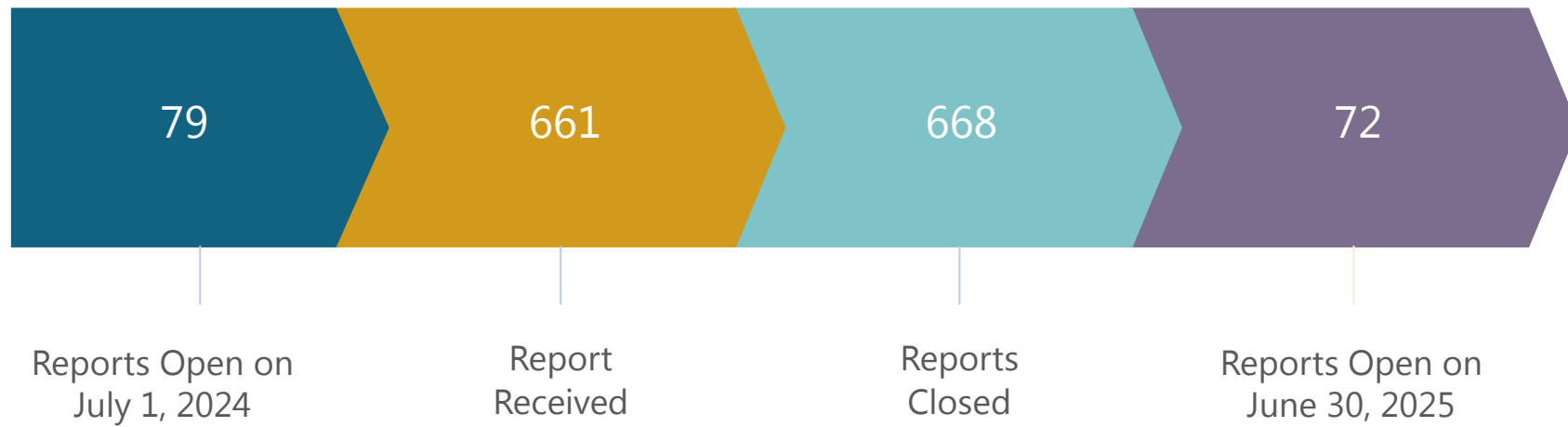
The Whistleblower Program shall refer reports that:

- Another city department is required by federal, state, or local law to adjudicate through a Charter jurisdiction referral.
- May be resolved through a grievance mechanism established by a bargaining unit or contract.
- Involve violations of criminal law.
- Are subject to an existing investigation.
- Allege violations of governmental ethics laws.





Number of Reports Received Since July 1, 2015



Fiscal Year 2024-25 Report Volume

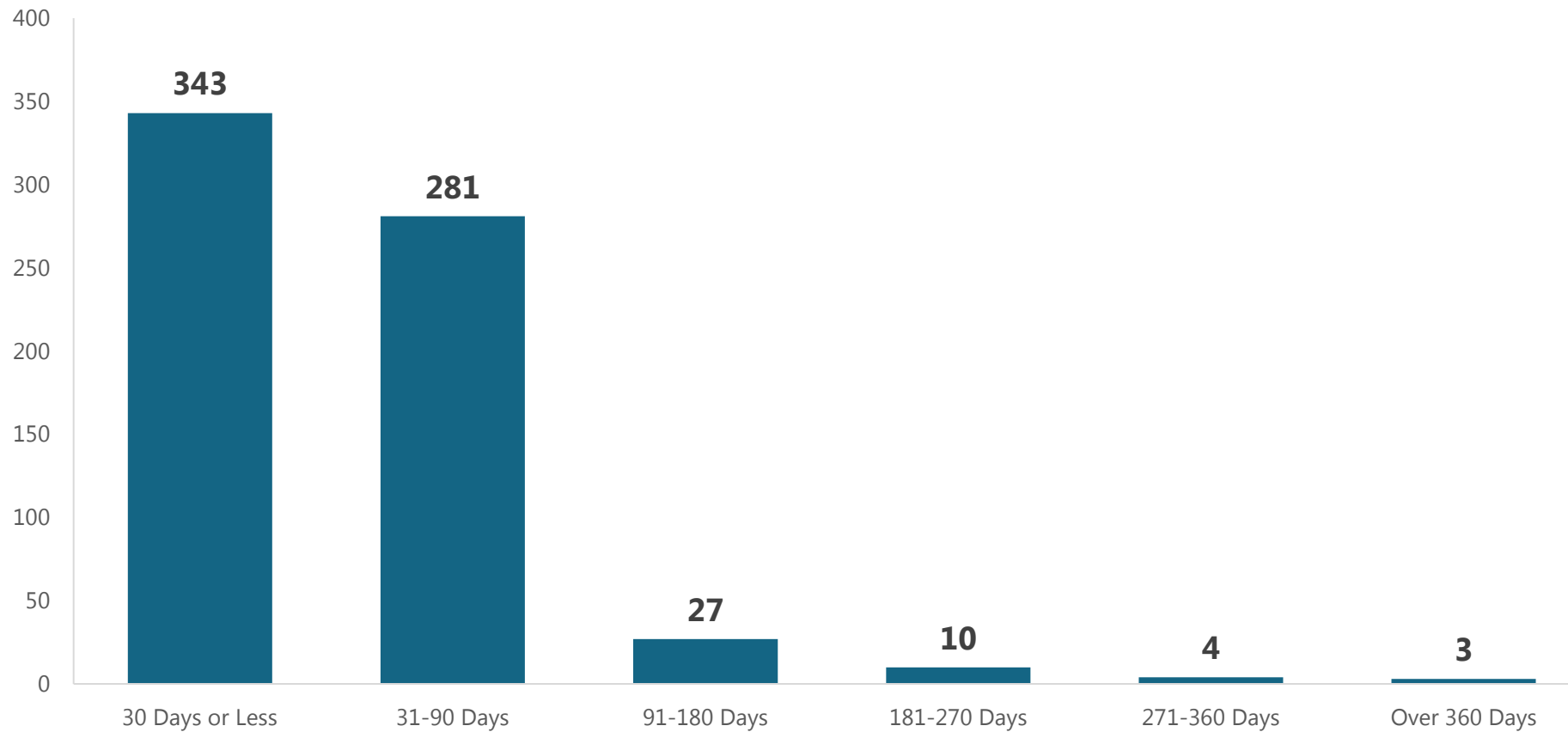


91% of Reports Received in Fiscal Year 2024-25 Came Through the Online Web Form

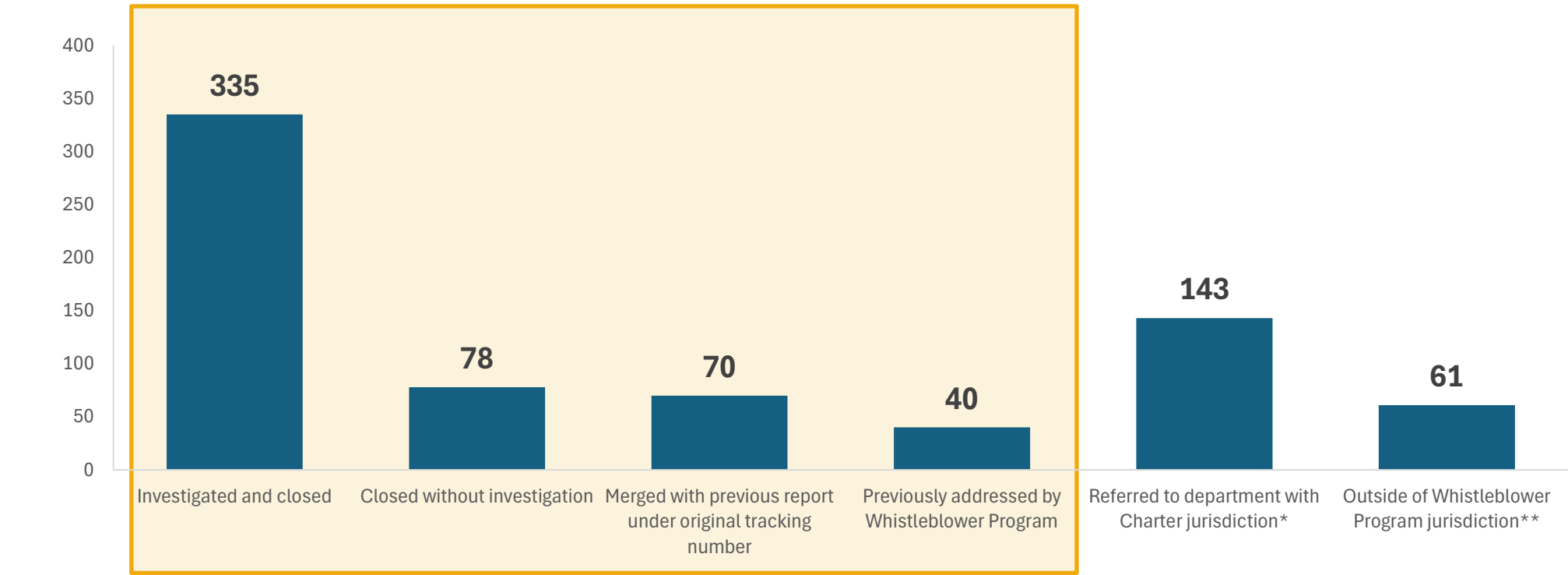
Channel	Total Number of Reports Filed		Of the Total Number of Reports Filed, the Following Were Filed Anonymously	
 Online	600	91%	404	61%
 Mail	23	3%	21	3%
 Phone	21	3%	11	2%
 E-mail	14	2%	6	1%
Other (Fax and Walk-In)	3	<1%	1	<1%
Total	661	100%	443	67%*

* Percentages may not sum to total due to rounding.

93% of the 668 Reports Closed in Fiscal Year 2024-25 Were Closed Within 90 Days



668 closed cases resulted in 727 dispositions in fiscal year 2024-25

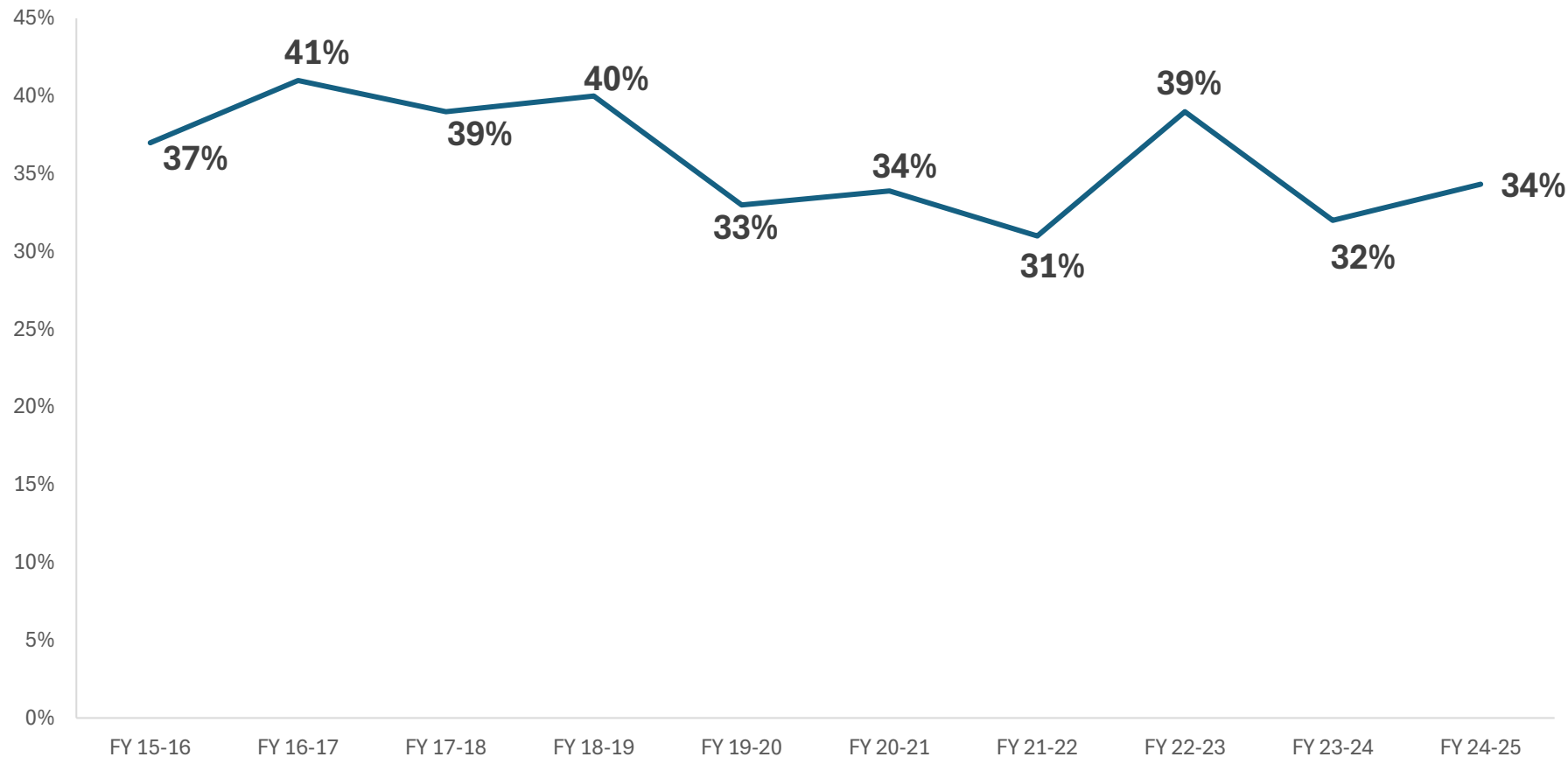


 Reports within the shaded box fall under Whistleblower Program Charter jurisdiction to investigate.

* Another city department is required by federal, state, or local law to adjudicate through a Charter jurisdiction referral.

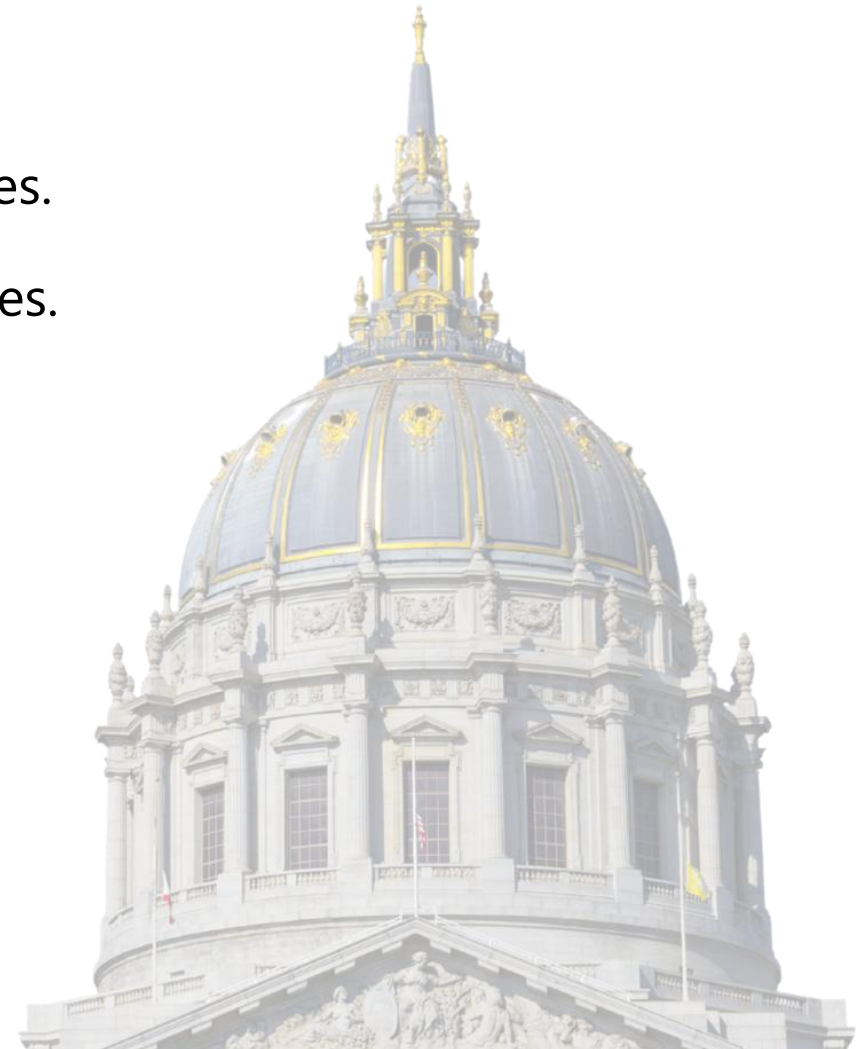
** Reporter provided information for a matter that is outside the Whistleblower Program’s jurisdiction and is in the jurisdiction of a federal, state, or other noncity government agency or is a suggestion or general report about decisions that are within management’s discretion. The Whistleblower Program will advise reporters to file such reports with another fraud hotline program if one is available and appropriate.

Percentage of Investigated Reports That Resulted in Corrective or Preventive Action



Fiscal Year 2024-25 Initiatives

- Close 80 percent of reports within 90 days.
- Issue quarterly public reports on status of program activities.
- Conduct annual whistleblower training for all city employees.
- Train department liaisons on conducting investigations.
- Host national webinars to promote leading fraud hotline operational practices and effective investigation techniques.
- Ongoing review of all Whistleblower Program policies, processes, and systems for continuous improvement.
- Install a new case management system.



Questions?



SPEAK UP
City and County of San Francisco
Whistleblower Program

RIGHT TO REPORT

WITHOUT RETALIATION

 **ONLINE** sf.gov/whistleblower

 **EMAIL** whistleblower@sfgov.org

 **CALL** 311 or (415) 554-7657



Contact us at:

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