



**Fraud  
Waste  
Abuse**

# **Whistleblower Program Annual Report Fiscal Year 2021-22**

**June 13, 2023**



**CITY OF  
OAKLAND**

**Office of the City Auditor**

**[www.OAKwhistleblower.com](http://www.OAKwhistleblower.com) | Hotline 1-888-329-6390**

# Whistleblower Program Annual Report

FISCAL YEAR 2021-22

## Table of Contents

The Whistleblower Program’s History and Purpose.....	1
The Whistleblower Hotline .....	1
Annual Report Overview.....	1
Understanding the Investigation and Referral Process .....	2
Fiscal Year 2021-22 Whistleblower Cases by Allegation Type.....	3
Prioritizing Whistleblower Investigations .....	3
Characteristics of Fiscal Year 2021-22 Whistleblowers .....	4
Cases Received Between Fiscal Years 2014-15 and 2021-22 .....	4
Summary of Cases Received .....	5
Summary of Closed Whistleblower Cases .....	5
Results of Closed Cases that Warranted Investigation.....	6
Outcomes of Investigations with Substantiated Allegations .....	7
Whistleblower Retaliation Cases .....	7
Appendix: Chronological List of 157 Whistleblower Cases Closed in FY 2021-22 with Allegation Details, Investigation Outcomes, and Actions Taken .....	8

# Whistleblower Program Annual Report

FISCAL YEAR 2021-22

## The Whistleblower Program's History and Purpose

The Whistleblower Program (Program) seeks to foster the highest standards of ethical behavior within Oakland's municipal government by detecting, deterring, and defending against fraud, waste, and abuse affecting City resources. The Program operates pursuant to the Oakland Whistleblower Ordinance, which was sponsored by City Auditor Courtney Ruby and Councilmembers Ignacio De La Fuente and Pat Kernighan and then passed by the City Council in September 2008.

After taking effect in January 2009, the Whistleblower Ordinance established a Whistleblower Hotline for confidentially reporting suspected fraud, waste, and abuse; and it prohibited retaliation against people who disclose information about improper activities.

The bulk of the Program's activities are rooted in the following objectives:

- Promoting an ethical culture and awareness of fraud, waste, and abuse.
- Providing responsive customer service to the public and City employees.
- Conducting and managing investigations into allegations of fraud, waste, and abuse.

## The Whistleblower Hotline

The Whistleblower Hotline (Hotline) is a safe and reliable way for City employees, contractors, residents, and members of the public to report potential fraud, waste, and abuse in the City of Oakland.

The Hotline is accessible on the City Auditor's website ([www.OAKwhistleblower.com](http://www.OAKwhistleblower.com)), or by phone (1-888-329-6390). It operates 365 days a year, 24 hours a day, and has language translation capabilities in over 150 languages.

## Annual Report Overview

This Annual Report provides an overview of the whistleblower investigation process, the number and types of allegations submitted in Fiscal Year (FY) 2021-22, the characteristics of the whistleblowers, the allegations warranting an investigation, and then concludes with a summary of the investigation outcomes and actions taken.

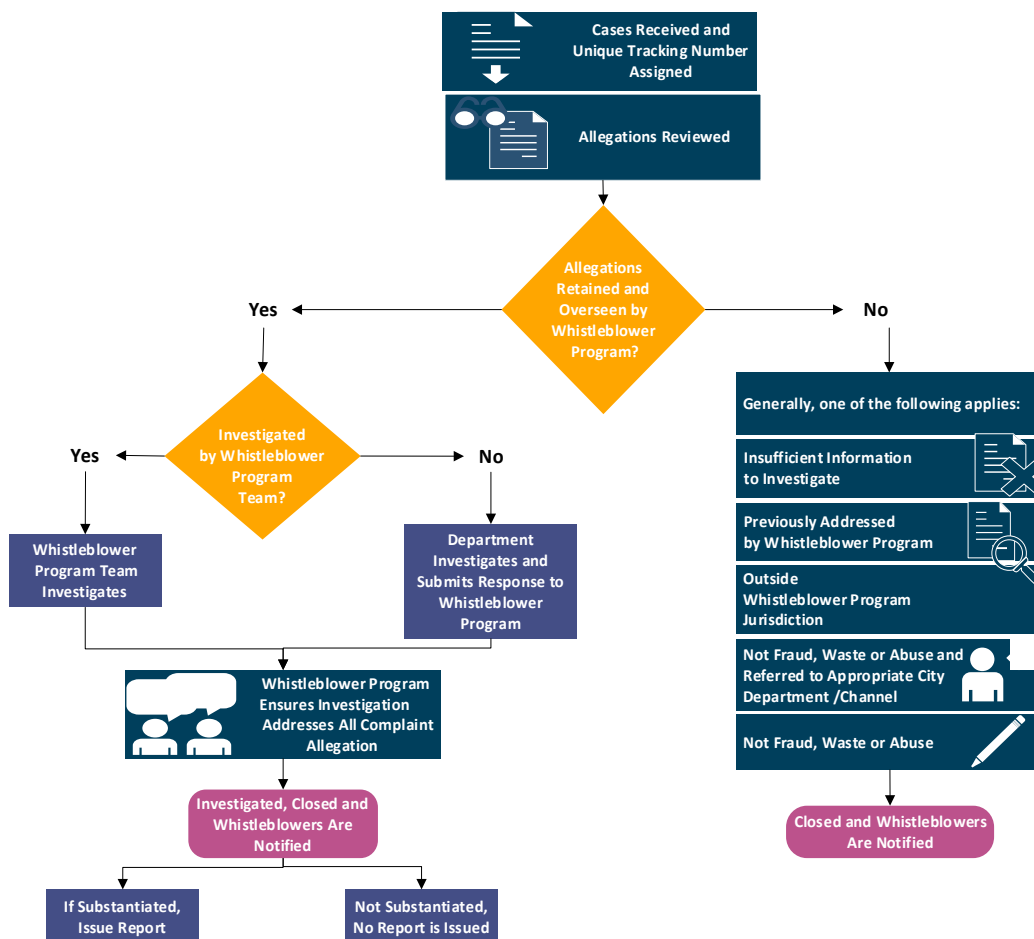
## Understanding the Investigation and Referral Process

The Office of the City Auditor (Office) conducts a thorough analysis of each allegation submitted through the Hotline. Four criteria are required for launching an investigation:

1. If true, allegations must meet the definition of “fraud,” “waste,” or “abuse.”<sup>1</sup>
2. Allegations must involve City of Oakland property, infrastructure, employees, officials, or otherwise fall within the City’s jurisdiction.
3. Allegations must have occurred within 12 months of being reported.
4. Allegations must not be known to be the subject of current litigation.

The City Auditor’s Office may also investigate cases that have health and safety implications, involve chronic irresponsiveness, or present significant risk to the City. Additionally, the Whistleblower Program handles complaints based on a process that ensures cases are promptly assigned and investigated – resources permitting. The flow chart below captures this process.

### Whistleblower Hotline Evaluation Process



<sup>1</sup> “Fraud” is an attempt to personally benefit through wrongful or criminal deception. “Waste” is imprudent or careless use of the City’s resources. “Abuse” is misusing authority and access for personal benefit.

## Fiscal Year 2021-22 Whistleblower Cases by Allegation Type

Whistleblower complaints included a diverse range of allegation types. The table below shows the number of complaints by allegation type in FY 2021-22.

Allegation Type	Total
Other*	74
Theft	14
Falsification of Contracts, Reports, or Records	11
Hiring Irregularities	6
Misuse of Assets or Services	6
Time Abuse	6
Environmental Protection, Health, or Safety Law	5
Misconduct or Inappropriate Behavior	5
Suggestion	5
Embezzlement	4
Unauthorized/Fraudulent Use of Company Facilities and Equipment	4
Violation of Policy	4
Accounting and Auditing Matters	2
Inquiry	2
Unsafe Working Conditions	2
Confidentiality and Misappropriation	1
Data Privacy	1
Improper Supplier or Contractor Activity	1
<b>Grand Total</b>	<b>153</b>

Note: \*Allegations categorized as "Other" include a diverse range of allegations including criminal activity, public nuisances, and irresponsible/poor/unfair customer service. Forty-eight percent – or 74 of the total 153 whistleblower cases submitted in FY 2021-22 fit into this category.

## Prioritizing Whistleblower Investigations

Upon determining that whistleblower complaints warrant investigation, the Office ranks cases by risk. There are also matters unsuitable for the Whistleblower Program to investigate. These allegations are referred to other organizations. Examples include, but are not limited to, criminal conduct, adverse employment actions, discrimination complaints, low-risk instances of improper activities, and certain violations of law or regulations. Allegations are classified in one of the following categories:

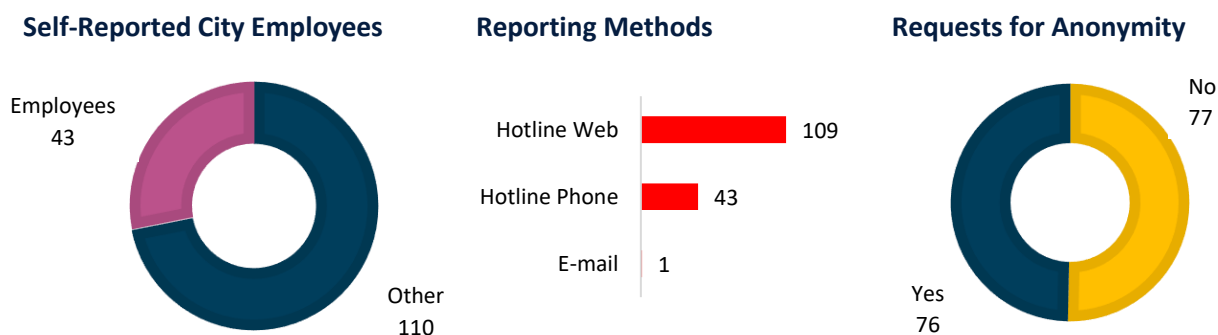
**High-Priority:** Allegations in this category may include immediate safety concerns, \$50,000 or more in losses or misuse to the City, recent criminal activity which include identified crimes and suspects, significant Citywide or department-wide issues, or other urgent matters.

**Medium-Priority:** Allegations in this category involve \$500 or more in losses or misuse to the City, involve management, collusion of multiple wrongdoers, or patterns of small problems that could become more serious when aggregated.

**Low-Priority:** Allegations in this category include losses to the City of less than \$500 and wasteful practices that would lead to minor gains in efficiencies if corrected. However, if the same or similar issues were reported multiple times, low-priority matters may become higher priority matters. Additionally, some low-priority issues could be referred to a specific department for their review.

## Characteristics of Fiscal Year 2021-22 Whistleblowers

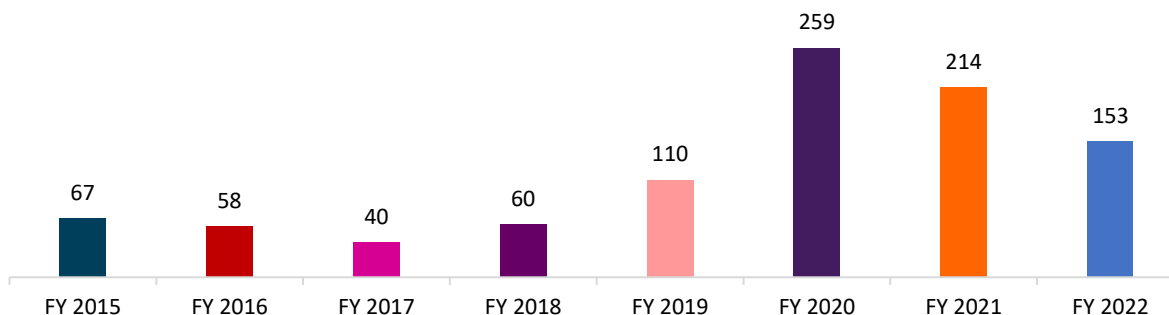
Whistleblowers and the ways they reported concerns were also diverse. The data below reveals the number of whistleblowers who identified themselves as City employees versus those who did not; the reporting methods used; and requests for anonymity.



## Cases Received Between Fiscal Years 2014-15 and 2021-22

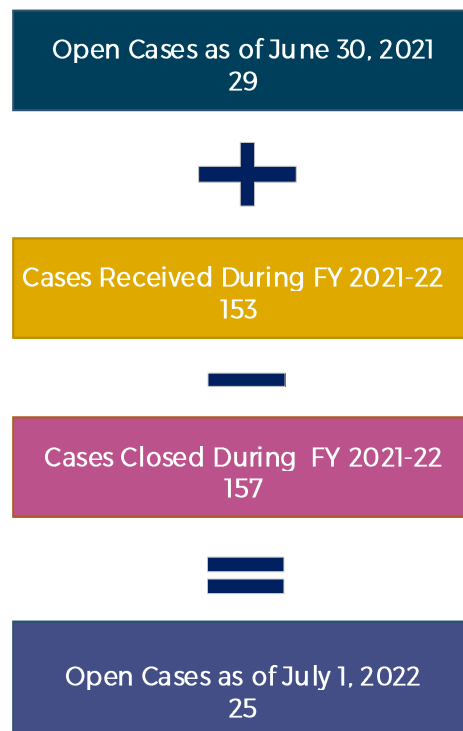
In FY 2021-22 (July 1, 2021, through June 30, 2022) the Whistleblower Program received and reviewed 153 cases, which is a 29-percent decline from FY 2020-21, when the Program received 214 cases. The decline may be attributed to remote work and the COVID-19 pandemic. The exhibit below shows the number of cases received annually since FY 2014-15.

### Number of Cases Received Over the Last Eight Fiscal Years



## Summary of Cases Received

In FY 2021-22, 153 complaints were filed. At the end of the Fiscal Year, 25 cases were still in the process of being investigated.



## Summary of Closed Whistleblower Cases

As the chart indicates above, 157 cases were closed in FY 2021-22. Twenty-eight (28) or 18 percent were closed after an investigation. The remaining 129 closed cases fell into the categories of:

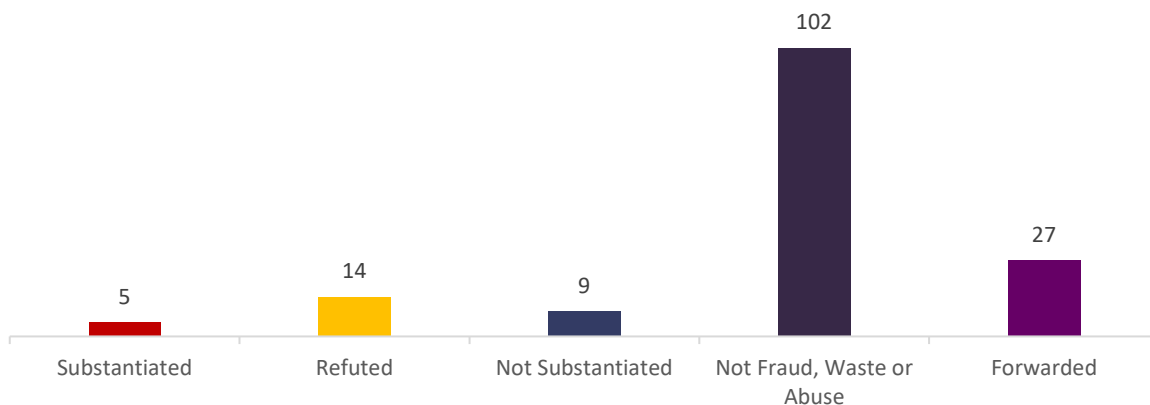
- insufficient information to investigate,
- previously addressed by the Whistleblower Program,
- not fraud, waste, or abuse, or
- referred to appropriate City departments/channels, as identified on the Whistleblower Hotline Evaluation Process flow chart on page two.

A detailed list of closed cases is included in the Appendix.

## Results of Closed Cases that Warranted Investigation

The whistleblower cases were closed for five reasons listed below:

- Five (5) complaints were **substantiated**, meaning after an investigation, allegations were confirmed, and recommendations were made to the City Administrator and/or appropriate City departments for corrective action.
- Fourteen (14) complaints were **refuted**, which means after an investigation, allegations were determined to be false.
- Nine (9) complaints were **not substantiated**, meaning after an investigation there was inconclusive information to substantiate or refute the allegations.
- Twenty-seven (27) complaints were **forwarded** and closed after preliminary review determined the cases **did not qualify as fraud, waste, or abuse** but other City departments or outside agencies should further review.
- One hundred-two (102) complaints were closed after preliminary review determined the cases **did not qualify as fraud, waste, or abuse, was in litigation, there was insufficient information to investigate, or the complaint was outside of the City's jurisdiction. Five of the cases included in this category were closed because the reporter did not finish the intake process.**





## Outcomes of Investigations with Substantiated Allegations

We identified a range of fraud, waste, and abuse with negative financial, reputational, and operational effects on the City. Accordingly, we made recommendations to address these problems.

<b>Allegation Type</b>	<b>Allegation Details</b>	<b>Outcome/Actions Taken</b>
Accounting and Auditing Matters	Allegation that the City did not require applicants for telecommunication facilities permits to establish a sinking fund as required by Oakland Municipal Code 17.128.030	The investigation substantiated the allegation. The City Auditor made two recommendations, and their implementation is pending. Read the full report <a href="#">here</a> .
Falsification of Contracts, Reports or Records / Misuse of Assets or Services (3 cases)	Allegations concerning the Oakland Parks, Recreation and Youth Development Department.	The investigation substantiated the allegation. The City Auditor made eleven recommendations, and their implementation is pending. Read the full report <a href="#">here</a> .
Accounting and Auditing Matters	Inquiry about the legitimacy of the franchise fee for the City of Oakland's Sewer Service Charge Fund.	The investigation substantiated the allegation. The City Auditor made four recommendations, and their implementation is pending. Read the full report <a href="#">here</a> .

## Whistleblower Retaliation Cases

Retaliation against whistleblowers is illegal. Any employee who, in good faith, files a case with the Whistleblower Program, or who provides any information in connection with or otherwise cooperates with a whistleblower investigation, is protected against retaliation by the City of Oakland Whistleblower Act, as well as by State whistleblower laws.

In FY 2021-22 the Whistleblower Program did not receive any retaliation cases.

## Appendix: List of 157 Whistleblower Reports Closed in FY 2021-22 with Allegation Details, Investigation Outcomes, and Actions Taken

#	Date Opened	Allegation Type	Allegation Details	Outcome	Action Taken
1	1/11/2019	Accounting and Auditing Matters	Allegation that the City was not requiring applicants for telecommunication facilities permits to establish a sinking fund as required by Oakland Municipal Code 17.128.030.	Substantiated	Recommended Corrective Action
2	1/22/2019	Misuse of Assets or Services	Multiple concerns of how a City Department handled supplier contract, vehicle accident insurance recoveries, and spending of revenues related to rebates, refunds, and auction proceeds.	Not Fraud, Waste, or Abuse	Referred to Audit
3	1/24/2019	Accounting and Auditing Matters	Allegation of misconduct by several City employees.	Not Fraud, Waste, or Abuse	Referred to Audit
4	1/31/2019	Falsification of Contracts, Reports or Records	Allegations concerning the Oakland Parks, Recreation and Youth Development Department Director who allegedly: used City resources for private gain by using City facilities for a private event, diverted money to the Oakland Parks and Recreation Foundation to circumvent City rules; misspent federal Community Development Block Grant funds, used the Oakland Parks and Recreation Foundation to support the businesses of friends, and associates and violated the City's competitive solicitation requirements.	Substantiated	Recommended Corrective Action
5	5/30/2019	Misuse of Assets or Services	Allegation that a City contract expanded, while the services provided to the City declined.	Not Fraud, Waste, or Abuse	Referred to Audit
6	6/17/2019	Other	Inquiry about the sale of a City property.	Not Fraud, Waste, or Abuse	Referred to Audit
7	8/6/2019	Time Abuse	Allegation that a City employee was engaged in outside employment that was incompatible with his City position.	Refuted	Policy/ Process Review
8	8/21/2019	Other	Allegation that employees of a city contractor are engaged in numerous inappropriate activities, including potentially illegal acts.	Not Fraud, Waste, or Abuse	Referred to Audit
9	12/6/2019	Misuse of Assets or Services	Allegations concerning the Oakland Parks, Recreation and Youth Development Department Director who allegedly: used City resources for private gain by using City facilities for a private event, diverted money to the Oakland Parks and Recreation Foundation to circumvent City rules; misspent federal Community Development Block Grant funds, used the Oakland Parks and Recreation Foundation to support the businesses of friends, and associates and violated the City's competitive solicitation requirements.	Substantiated	Recommended Corrective Action
10	2/18/2020	Time Abuse	Allegation that an employee was not showing up for work during regular working hours.	Refuted	Policy/ Process Review
11	5/4/2020	Accounting and Auditing Matters	Inquiry about Sewer Franchise Fee origins, rationale, and reasonableness.	Substantiated	Recommended Corrective Action
12	5/28/2020	Hiring Irregularities	Allegation that nepotism and favoritism affected hiring within a City department.	Refuted	No Action Taken
13	11/5/2020	Hiring Irregularities	Allegation that nepotism and favoritism affected hiring and promotions within a City department.	Refuted	No Action Taken
14	12/10/2020	Hiring Irregularities	Allegations of favoritism and other problematic personnel practices within a City department.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
15	2/18/2021	Hiring Irregularities	Allegation about an employee having a job title that does not exist and two employees being paid for the same job.	Not Substantiated	No Action Taken
16	2/24/2021	Time Abuse	Allegations of ineligible acting pay and wage theft in a City department.	Refuted	No Action Taken

## Appendix: List of 157 Whistleblower Reports Closed in FY 2021-22 with Allegation Details, Investigation Outcomes, and Actions Taken

#	Date Opened	Allegation Type	Allegation Details	Outcome	Action Taken
17	3/9/2021	Other	Reporter alleged that they did not receive timely responses after submitting an Appeal of Notice of Violation.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
18	4/5/2021	Other	Allegations of various administrative and personnel issues within a City department.	Not Substantiated	No Action Taken
19	4/23/2021	Other	Reporter requested the Whistleblower program to act as an appellate body to reverse a determination made against the reporter.	Not Fraud, Waste, or Abuse	No Action Taken
20	4/30/2021	Improper Supplier or Contractor Activity	Allegations against a City's towing contractor that allegedly misrepresented its hours of operation and/or is not available at the agreed upon times to serve customers who were seeking to retrieve their towed vehicles.	Refuted	Policy/ Process Review
21	5/4/2021	Hiring Irregularities	Allegation that a department director is hiring friends from their former job and disregarding the City's policy and procedure on hiring.	Refuted	No Action Taken
22	5/12/2021	Accounting and Auditing Matters	Allegation that an organization that receives City funding had not undergone financial audits and may have embezzled funds.	Refuted	No Action Taken
23	5/20/2021	Other	Allegation that City officials were chronically not enforcing rules and regulations near/around Lake Merritt.	Not Fraud, Waste, or Abuse	Referred to Audit
24	6/22/2021	Time Abuse	Allegation that a City employee committed wage theft and misconduct.	Refuted	No Action Taken
25	6/29/2021	Environmental Protection, Health, or Safety Law	Allegation that a City department was not responsive.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
26	7/2/2021	Other	Allegation related to sex trafficking.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
27	7/2/2021	Other	Allegation related to sex trafficking.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
28	7/5/2021	Environmental Protection, Health, or Safety Law	Allegation that two tenants are responsible for dumping excessive trash on the sidewalk, and apartment management and the City had not picked it up.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
29	7/6/2021	Hiring Irregularities	Allegations of deficient qualifications among employees within a City department.	Refuted	No Action Taken
30	7/7/2021	Other	Reporter inquired about a parking ticket citation.	Not Fraud, Waste, or Abuse	No Action Taken
31	7/15/2021	Other	Allegation that the City is not fulfilling its end of an agreement with the Reporter related to fixing a retaining wall that is partly on City property and partly on the Reporter's property.	Not Fraud, Waste, or Abuse	No Action Taken
32	7/19/2021	Other	Allegation of poor customer service when requesting service about a parking ticket citation.	Not Fraud, Waste, or Abuse	No Action Taken

## Appendix: List of 157 Whistleblower Reports Closed in FY 2021-22 with Allegation Details, Investigation Outcomes, and Actions Taken

#	Date Opened	Allegation Type	Allegation Details	Outcome	Action Taken
33	7/20/2021	Theft	Allegation that the reporter's credit card information was stolen by an Oakland resident.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
34	7/22/2021	Hiring Irregularities	Allegation that there was favoritism in the selection of a city position.	Refuted	No Action Taken
35	7/22/2021	Violation of Policy	Allegation that the reporter's block had not received street sweeping for years and cars are parked on the street without being ticketed.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
36	7/22/2021	Violation of Policy	Allegation regarding a parking citation, efforts to secure an administrative hearing, and alleged unresponsiveness from a City department.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
37	7/23/2021	Other	Allegation that an individual has been using too much water.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
38	7/24/2021	Other	Allegation of numerous criminal activities on City streets, including drug selling and property theft.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
39	7/28/2021	Other	Allegation of poor customer service from a City employee.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
40	7/29/2021	Falsification of Contracts, Reports or Records	Allegation that the Alameda courthouse violated the reporter's rights.	Not in Jurisdiction	No Action Taken
41	8/2/2021	Other	Allegations of false code enforcement complaints.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
42	8/8/2021	Time Abuse	Allegation that a City employee left his assignment during the work day and committed wage theft.	Not Substantiated	Policy/ Process Review
43	8/9/2021	Time Abuse	Allegation that a City employee left his assignment during the work day and committed wage theft.	Not Substantiated	Policy/ Process Review
44	8/10/2021	Falsification of Contracts, Reports or Records	Allegation of poor customer service from Alameda County - Probation Department.	Not in Jurisdiction	No Action Taken
45	8/11/2021	Other	Allegation of identity theft.	Not in Jurisdiction	Referred to Appropriate Department/Channel
46	8/12/2021	Other	Allegation that the City placed an unjustified lien on the reporter's property.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
47	8/14/2021	Misuse of Assets or Services	Allegation that individuals who don't agree on the way their business is conducted have been blacklisted by government agencies such as: Federal government, DEA , DA's office , Oakland Police Department, Supreme Court of California.	Not Fraud, Waste, or Abuse	No Action Taken

## Appendix: List of 157 Whistleblower Reports Closed in FY 2021-22 with Allegation Details, Investigation Outcomes, and Actions Taken

#	Date Opened	Allegation Type	Allegation Details	Outcome	Action Taken
48	8/16/2021	Falsification of Contracts, Reports or Records	Allegation of a contractor that used misleading information on an RFP, a Councilmember did not disclose economic interests on their Form 700, and employees of an organization lobbied councilmembers without registering as lobbyists.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
49	8/24/2021	Falsification of Contracts, Reports or Records	Reporter was concerned that a local pastor claimed qualifications that they don't have to gain more congregants.	Not in Jurisdiction	No Action Taken
50	8/24/2021	Other	Allegation that a restaurant/bar was not enforcing COVID-19 rules.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
51	8/25/2021	Time Abuse	Allegation that a City employee left his assignment during the work day and committed wage theft.	Not Substantiated	Policy/ Process Review
52	8/26/2021	Other	Allegation of unresponsiveness and poor customer service from a City department.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
53	8/27/2021	Other	Allegation that subjects of complaints are being tipped off on complaints about their bad behavior.	Not Substantiated	No Action Taken
54	9/13/2021	Other	Allegation of criminal activity at a private Oakland residence.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
55	9/13/2021	Hiring Irregularities	Allegation that a department director was part of an incident cover-up and showed favoritism for a candidate	Refuted	No Action Taken
56	9/24/2021	Misuse of Assets or Services	Allegation that an outlet that extends from a city building was used to charge a private car.	Not Substantiated	Forwarded to Appropriate City Department
57	10/4/2021	Embezzlement	Allegations arising from tenant against the reporter's property management.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
58	10/5/2021	Theft	Allegation that the reporter's credit card information was stolen by an Oakland resident.	Not in Jurisdiction	Referred to Appropriate Department/Channel
59	10/8/2021	Time Abuse	Allegation that a City employee left his assignment during the work day and committed wage theft.	Not Substantiated	Policy/ Process Review
60	10/14/2021	Suggestion	Reporter was concerned about the A's ownership decisions about the new ballpark and requesting/suggesting the auditor step in with an investigation and report.	Not Fraud, Waste, or Abuse	No Action Taken
61	10/15/2021	Environmental Protection, Health, or Safety Law	Reporter was concerned about COVID spreading.	Not Fraud, Waste, or Abuse	No Action Taken
62	10/15/2021	Misuse of Assets or Services	Allegations concerning the Oakland Parks, Recreation and Youth Development Department Director who allegedly: used City resources for private gain by using City facilities for a private event, diverted money to the Oakland Parks and Recreation Foundation to circumvent City rules; misspent federal Community Development Block Grant funds, used the Oakland Parks and Recreation Foundation to support the businesses of friends and associates, and violated the City's competitive solicitation requirements.	Substantiated	Recommended Corrective Action

## Appendix: List of 157 Whistleblower Reports Closed in FY 2021-22 with Allegation Details, Investigation Outcomes, and Actions Taken

#	Date Opened	Allegation Type	Allegation Details	Outcome	Action Taken
63	10/18/2021	Misconduct or Inappropriate Behavior	Allegations of rape, threats, and illegal drug use by a City employee.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
64	10/18/2021	Violation of Policy	Allegation of violation of Civil Service Rules and Labor agreement MOU 1021, reporter requested a hiring practices audit.	Not Fraud, Waste, or Abuse	Referred to Audit
65	10/23/2021	Hiring Irregularities	Allegation that some employees are not qualified to perform their jobs and high turnover of fire inspectors that can have potentially serious public safety implications.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
66	10/24/2021	Hiring Irregularities	Allegation that some employees are not qualified to perform their jobs and high turnover of fire inspectors that can have potentially serious public safety implications.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
67	10/25/2021	Other	Reporter was concerned with several cars being abandoned in front of their house.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
68	11/3/2021	Suggestion	Reporter was concerned about the City's ability to handle animal abuse and neglect cases.	Not Fraud, Waste, or Abuse	Referred to Audit
69	11/6/2021	Other	Allegation that a private business was not registered with the County or City and was in violation of its business license.	Refuted	No Action Taken
70	11/9/2021	Unsafe working conditions	Allegation of unsafe working conditions in a City Department due to threats of violence caused by an employee who has been harassed by other team members.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
71	11/16/2021	Other	Allegation that the City denied religious exemptions for the Covid-19 vaccine mandate is due to discrimination against religious beliefs, race of those beliefs, and their gender	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
72	11/16/2021	Misuse of Assets or Services	Allegation that a public park was taken over for private use.	Refuted	No Action Taken
73	11/20/2021	Hiring Irregularities	Allegation of hiring biases and their effects in a City department.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
74	11/22/2021	Misconduct or Inappropriate Behavior	Allegation that a parking enforcement officer violated City parking rules.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
75	11/26/2021	Environmental Protection, Health, or Safety Law	Allegation that garbage on the sidewalk was not cleaned up for days.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
76	11/27/2021	Misconduct or Inappropriate Behavior	Complaint that a 311 operator who allegedly provided poor customer service.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
77	12/1/2021	Hiring Irregularities	Allegation of hiring biases in a City department.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department

## Appendix: List of 157 Whistleblower Reports Closed in FY 2021-22 with Allegation Details, Investigation Outcomes, and Actions Taken

#	Date Opened	Allegation Type	Allegation Details	Outcome	Action Taken
78	12/1/2021	Theft	Reporter alleged theft from their Electronic Benefits Transfer (EBT) Card.	Not in Jurisdiction	Referred to Appropriate Department/Channel
79	12/1/2021	Other	Reporter alleged administrative issues about their alternative work schedule.	Not Fraud, Waste, or Abuse	No Action Taken
80	12/2/2021	Theft	Reporter alleged that money was stolen from their Electronic Benefits Transfer (EBT) Card.	Not in Jurisdiction	Referred to Appropriate Department/Channel
81	12/2/2021	Misconduct or Inappropriate Behavior	Allegations against a department's command staff of racism and wasteful spending.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
82	12/3/2021	Violation of Policy	Allegation of parking enforcement officers violating City parking rules by allowing cars to double and triple park without ticketing.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
83	12/3/2021	Misconduct or Inappropriate Behavior	Allegation that a Police Officer Trainee is posting sexist and offensive material, and on the same social media page posted about being hired by the Oakland Police Department as a "Police Officer Trainee" for the "Department's 187th Police Academy" on social media "	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
84	12/6/2021	Other	Complaint about excessive dog barking.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
85	12/6/2021	Misuse of Assets or Services	Allegation that \$500,000 in CARES Act money allocated by the City Council was fraudulently distributed.	Not Substantiated	No Action Taken
86	12/16/2021	Other	Reporter alleged their neighbor committed building code violations.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
87	12/17/2021	Embezzlement	Conspiracy theorist bantering about people.	Not Fraud, Waste, or Abuse	No Action Taken
88	12/31/2021	Other	Reporter alleged their neighbor's laundry waste drained out in front of their house.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
89	1/1/2022	Other	Reporter alleged someone tried to enter their house but ran away after seeing cameras.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
90	1/2/2022	Falsification of Contracts, Reports or Records	Allegation that an individual committed welfare and tax fraud.	Not in Jurisdiction	Referred to Appropriate Department/Channel
91	1/8/2022	Other	Reporter was concerned about a COVID-19 outbreak but terminated the call before the completing the intake process.	Not Fraud, Waste, or Abuse	No Action Taken
92	1/12/2022	Other	Reporter alleged being injured after stepping into a pothole.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel

## Appendix: List of 157 Whistleblower Reports Closed in FY 2021-22 with Allegation Details, Investigation Outcomes, and Actions Taken

#	Date Opened	Allegation Type	Allegation Details	Outcome	Action Taken
93	1/18/2022	Unauthorized/ Fraudulent Use of Company facilities and equipment	Reporter alleged a car mechanic using part of a street as a parking lot, fixing and stripping cars, leaving debris and car parts, and blocking two-way traffic and sidewalks.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
94	1/18/2022	Other	Reporter did not finish submitting their complaint.	None	No Action Taken
95	1/18/2022	Other	Allegation of poor customer service from a City inspector.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
96	1/21/2022	Theft	Allegation that someone tried to extort the reporter and obtain their banking information.	Not in Jurisdiction	Referred to Appropriate Department/Channel
97	1/21/2022	Other	Multiple landlord and tenant disputes.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
98	1/24/2022	Theft	Allegation that someone emptied the reporter's safe deposit box at their bank.	Not in Jurisdiction	Referred to Appropriate Department/Channel
99	1/25/2022	Theft	Allegation that the reporter's birth certificate was stolen from their mailbox.	Not in Jurisdiction	Referred to Appropriate Department/Channel
100	1/26/2022	Unsafe working conditions	Alleged violations of COVID-19 protocols at a Home Assistant Agency located in Oakland.	Not in Jurisdiction	No Action Taken
101	1/31/2022	Other	Allegation that parking zones were illegally painted.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
102	2/2/2022	Environmental Protection, Health, or Safety Law	Allegation that a landlord rented out units without legally mandated heating.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
103	2/2/2022	Theft	Allegation that someone stole money from the reporter's personal account.	Not in Jurisdiction	Referred to Appropriate Department/Channel
104	2/3/2022	Theft	Allegation that someone stole money from the reporter's personal account.	Not in Jurisdiction	Referred to Appropriate Department/Channel
105	2/6/2022	Suggestion	Reporter requested an audit of the infrastructure bond.	Not Fraud, Waste, or Abuse	Referred to Audit
106	2/7/2022	Other	Alleged spam email from the City of Oakland.	Not Fraud, Waste, or Abuse	No Action Taken
107	2/8/2022	Other	Concerns about the management of Oakland's Cannabis program and a request to audit the Equity Program for cannabis and dispensary permit application process.	Not Fraud, Waste, or Abuse	Referred to Audit



## Appendix: List of 157 Whistleblower Reports Closed in FY 2021-22 with Allegation Details, Investigation Outcomes, and Actions Taken

#	Date Opened	Allegation Type	Allegation Details	Outcome	Action Taken
108	2/8/2022	Falsification of Contracts, Reports or Records	Allegations of parking citations being issued without cause.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
109	2/9/2022	Environmental Protection, Health or Safety Law	Reporter complained about an abandoned warehouse.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
110	2/9/2022	Other	Reporter allegedly did not receive a response to his Rental Assistance Program application and had to reapply, jeopardizing his spot.	Not in Jurisdiction	No Action Taken
111	2/11/2022	Other	Reporter was concerned about a crossing guard, but he ended the call before the intake specialist was able to record all the information.	Not in Jurisdiction	No Action Taken
112	2/13/2022	Other	Reporter complained PG&E did not activate City of Oakland authorized solar unit timely.	Not Fraud, Waste, or Abuse	No Action Taken
113	2/15/2022	Other	Reporter did not finish submitting their complaint.	None	No Action Taken
114	2/17/2022	Falsification of Contracts, Reports or Records	Reporter was alleged that their check has been forged and cashed in.	Not in Jurisdiction	Referred to Appropriate Department/Channel
115	2/18/2022	Other	Complaint of lack of enforcement of ADU.	Not Fraud, Waste, or Abuse	Referred to Audit
116	2/26/2022	Other	Allegation that City officials were aware that thousands of buildings were not inspected at the time of the Ghost Ship warehouse fire.	Not Fraud, Waste, or Abuse	Referred to Audit
117	3/1/2022	Data Privacy	Reporter alleged attempted telephone scam by a supposed healthcare service provider.	Not in Jurisdiction	No Action Taken
118	3/1/2022	Other	Reporter alleged about an individual allegedly defrauding the welfare system.	Not in Jurisdiction	No Action Taken
119	3/2/2022	Theft	Reporter alleged that money was stolen from their Electronic Benefits Transfer (EBT) Card.	Not in Jurisdiction	Referred to Appropriate Department/Channel
120	3/4/2022	Inquiry	Reporter did not finish submitting their complaint.	None	No Action Taken
121	3/4/2022	Other	Reporter was concerned about street vendors affecting his business; requested the City to validate the vendors' licenses and the City to provide them another location for their business.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
122	3/6/2022	Theft	Reporter alleged that money was stolen from their Electronic Benefits Transfer (EBT) Card.	Not in Jurisdiction	Referred to Appropriate Department/Channel
123	3/10/2022	Other	Reporter was concerned that their relative committed tax fraud.	Not in Jurisdiction	Referred to Appropriate Department/Channel

## Appendix: List of 157 Whistleblower Reports Closed in FY 2021-22 with Allegation Details, Investigation Outcomes, and Actions Taken

#	Date Opened	Allegation Type	Allegation Details	Outcome	Action Taken
124	3/16/2022	Environmental Protection, Health, or Safety Law	Allegation that an auto repair shop stacks cars on the sidewalk, supposedly around the business. Allegedly, there is a lot of debris, oil and junk that the Reporter feels could be an environmental threat and hazard to low income houses next door.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
125	3/17/2022	Other	Reporter was concerned about a scam at a private company.	Not in Jurisdiction	Referred to Appropriate Department/Channel
126	3/22/2022	Other	Allegation of document falsification by a member of the public.	Not in Jurisdiction	Referred to Appropriate Department/Channel
127	3/28/2022	Other	Allegation of inappropriate behavior by an emergency medical technician, also the reporter alleged that Public Works repaired a road within days where an accident took place before a formal investigation could take place.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
128	3/28/2022	Other	Allegation that an emergency medical technician for a private company was engaged in criminal activity such as stalking, harassment, and intimidation.	Not in Jurisdiction	Referred to Appropriate Department/Channel
129	3/31/2022	Other	Allegation that a restaurant manager was not vaccinated and made employees uncomfortable. Reporter stated that if employees are vaccinated, management should be as well.	Not in Jurisdiction	No Action Taken
130	3/31/2022	Other	Allegation about a department practice around Reports of Residential Record (3R Reports) - specifically customers who pay for expedited service receive their records faster than those who do not have the money to pay for this service. Additionally, the reporter expressed concern about overtime not being paid from the expedited service fee.	Not Fraud, Waste, or Abuse	Referred to Audit
131	4/1/2022	Theft	Reporter expressed concerned that their credit card information was stolen.	Not in Jurisdiction	Referred to Appropriate Department/Channel
132	4/4/2022	Inquiry	Reporter inquired about various locations that potentially could be used for RV park/homeless encampment.	Not Fraud, Waste, or Abuse	Referred to Audit
133	4/8/2022	Other	Reporter complained that a private business may be misrepresenting their physical location.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
134	4/20/2022	Other	Reporter did not finish submitting their complaint.	None	No Action Taken
135	4/21/2022	Other	Reporter was frustrated they had not received section 8 housing even after waiting for years.	Not in Jurisdiction	No Action Taken
136	4/25/2022	Theft	Reporter alleged that his credit card information was stolen.	Not in Jurisdiction	Referred to Appropriate Department/Channel
137	4/27/2022	Theft	Reporter alleged credit card information was stolen and used by an unauthorized party.	Not in Jurisdiction	Referred to Appropriate Department/Channel
138	4/28/2022	Theft	Reporter alleged that their personal information was stolen, and someone issued checks in their name.	Not in Jurisdiction	Referred to Appropriate Department/Channel

## Appendix: List of 157 Whistleblower Reports Closed in FY 2021-22 with Allegation Details, Investigation Outcomes, and Actions Taken

#	Date Opened	Allegation Type	Allegation Details	Outcome	Action Taken
139	4/29/2022	Improper Supplier or Contractor Activity	Allegation of a Councilmember supporting a cannabis business because of campaign donations.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
140	5/5/2022	Other	Reporter was concerned about how much money they paid for a private legal service.	Not Fraud, Waste, or Abuse	No Action Taken
141	5/5/2022	Other	Reporter requested an audit of funds that are distributed to organizations receiving funds for homeless individuals.	Not Fraud, Waste, or Abuse	Referred to Audit
142	5/5/2022	Theft	Reporter alleged his credit card information was stolen and used by an unauthorized party.	Not in Jurisdiction	Referred to Appropriate Department/Channel
143	5/6/2022	Theft	Reporter alleged that their bank card information was stolen, and money was stolen from their account.	Not in Jurisdiction	Referred to Appropriate Department/Channel
144	5/8/2022	Other	Allegation of poor customer service from an inspector.	Not Fraud, Waste, or Abuse	Forwarded to Appropriate City Department
145	5/8/2022	Suggestion	Allegations that City parking enforcement staff failed to enforce violations of parking ordinances. Inquiry around parking enforcement operation.	Not Fraud, Waste, or Abuse	Referred to Audit
146	5/12/2022	Theft	Reporter alleged money was stolen from their Electronic Benefits Transfer (EBT) Card.	Not in Jurisdiction	Referred to Appropriate Department/Channel
147	5/22/2022	Theft	Reporter was concerned that their identity was stolen, and a credit card was opened in their name.	Not in Jurisdiction	Referred to Appropriate Department/Channel
148	6/1/2022	Theft	Reporter alleged money was stolen from their Electronic Benefits Transfer (EBT) Card.	Not in Jurisdiction	Referred to Appropriate Department/Channel
149	6/3/2022	Theft	Reporter alleged money was stolen from their Electronic Benefits Transfer (EBT) Card.	Not in Jurisdiction	Referred to Appropriate Department/Channel
150	6/3/2022	Theft	Reporter alleged that a moving truck delivered their furniture to the wrong state and would only return their belongings if they paid more; reporter also alleged that the moving truck was stolen.	Not in Jurisdiction	Referred to Appropriate Department/Channel
151	6/9/2022	Theft	Whistleblower alleged money was stolen from their Electronic Benefits Transfer (EBT) Card.	Not in Jurisdiction	Referred to Appropriate Department/Channel
152	6/12/2022	Environmental Protection, Health, or Safety Law	Reporter was concerned that COVID-19 health mandates were not followed in a theater.	Not Fraud, Waste, or Abuse	No Action Taken
153	6/15/2022	Theft	Reporter did not finish submitting their complaint.	None	No Action Taken

## Appendix: List of 157 Whistleblower Reports Closed in FY 2021-22 with Allegation Details, Investigation Outcomes, and Actions Taken

#	Date Opened	Allegation Type	Allegation Details	Outcome	Action Taken
154	6/16/2022	Other	Reporter, who was a sub-tenant, alleged suffering from unsafe living conditions in their rental housing unit and was concerned about being kicked out of their home upon breaking up with their partner who was the primary tenant.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
155	6/18/2022	Theft	Reporter paid someone a down payment of \$5,000 for a car they never received.	Not in Jurisdiction	No Action Taken
156	6/22/2022	Theft	Allegation that OPD and Alameda County District Attorney's Office allowed complainant's ex-fiancé to make false accusations of domestic assault against the complainant, without any penalties or consequences.	Not Fraud, Waste, or Abuse	Referred to Appropriate Department/Channel
157	6/25/2022	Other	Employee alleged their private employer was unhappy with their performance and requested an evaluation of the company.	Not in Jurisdiction	No Action Taken

## Office of the City Auditor

1 Frank H. Ogawa Plaza • 4th Floor, City Hall • Oakland, CA 94612

(510) 238-3378

[CityAuditor@OaklandCA.gov](mailto:CityAuditor@OaklandCA.gov)



[OaklandAuditor](https://www.facebook.com/OaklandAuditor)



[@OaklandAuditor](https://twitter.com/OaklandAuditor)

## Subscribe for Email Updates

[www.OaklandAuditor.com](http://www.OaklandAuditor.com) or

Text AUDITOR to 22828



### The Whistleblower Program

---

**See it.** If you see something, say something  
**Report it.** Securely, confidentially, anonymously  
**Own it.** Serve Oakland with integrity

---

Online: **OAKwhistleblower.com** **24/7 365** Hotline:

 City of Oakland | Office of the City Auditor

**(888) 329-6390**