


City and County of San Francisco
Carol Isen
Human Resources Director



Department of Human Resources
Connecting People with Purpose
www.sfdhr.org

MEMORANDUM

DATE: October 2, 2024
TO: Carol Isen
Human Resources Director
FROM: Amalia Martinez
Director, EEO and Leave Programs 
SUBJECT: Fiscal Year 2023/2024—Annual Report on Harassment Complaints

This memo contains the annual report on harassment within the City and County of San Francisco’s (City) workforce, in accordance with San Francisco Administrative Code Section 16.9-27 (Harassment Prevention Training and Reporting). This report shows the total number of harassment complaints filed with the Department of Human Resources (DHR) in fiscal year 2023/2024 (July 1, 2023 through June 30, 2024).

DHR received 312 complaints alleging harassment from employees in 31 City departments during fiscal year 2023/2024. (Table A). Of the 312 cases, 121 were closed and 191 remain open and are being investigated. The status and disposition of each complaint is contained in Table D.¹

This report also provides information about the basis of the harassment complaint (i.e. the protected category the harassment is based on), by department. (Table B). This additional information is part of DHR’s ongoing effort to identify “hotspots” that may need additional resources to prevent harassment, and to advise City departments of any trends, concerns, or areas in need of improvement. In some cases, the complaint may have multiple bases, for example a complaint that the harassment was due to both sex and race.

During this fiscal year, approximately 38% of the harassment complaints received by DHR alleged sex as a basis. Table C provides a breakdown of the sex-based harassment complaints (i.e. complaints of harassment based on sex and of sexual harassment).

Should you have any questions, please contact me at Amalia.Martinez1@sfgov.org.

Enclosure

¹ Some complaints contained more than one allegation and may have been closed with more than one disposition. Therefore, Table D reflects that there were a total of 141 dispositions that resulted from the 121 closed complaints.

Table A
Harassment Complaints by Department²
Fiscal Year 2023/2024
(January 1, 2024, through March 31, 2024)

Department	Total
Adult Probation	1
Airport Commission	9
Asian Art Museum	3
Assessor-Recorder's Office	1
Board of Supervisors	2
Building Inspection	1
City Administrator's Office	8
City Attorney's Office	1
City Planning	2
Controller's Office	1
District Attorney	9
Economic and workforce Development	6
Emergency Management	4
Environment	2
Fine Arts Museum	5
Fire Department	11
Homelessness and Supportive Housing	7
Human Resources	4
Human Services Agency	15
Juvenile Probation	1
Municipal Transportation Agency	30
Police Department	10
Port	2
Public Health	98
Public Library	7
Public Utilities Commission	24
Public Works	21
Recreation and Park	11
Sheriff's Office	12
Technology	3
War Memorial	1
Total	312

² All complaints of harassment, including sexual harassment, are included in these figures. These complaints were filed pursuant to the City's internal process. Complaints filed externally with the California Civil Rights Department (CRD) or the U.S. Equal Employment Opportunity Commission (EEOC) are not included.

Table B
Harassment Complaints by Protected Category Alleged and by Department³
Fiscal Year 2023/2024
(July 1, 2023, through June 30, 2024)

Department	Age	Ancestry	Color	Creed	Disability/ Medical Condition	Ethnicity	Gender Expression	Gender Identity	Height	Marital or Domestic Partner Status	Military Status	National Origin	Other	Parental Status	Political Affiliation	Race	Religion	Retaliation	Sex	Sexual Orientation	Weight
Adult Probation																					1
Airport Commission	1				1											5					3
Asian Art Museum		2	1	1		1						2				3	1				
Assessor-Recorder's Office	1	1								1											1
Board of Supervisors							2														
Building Inspection												1				1					
City Administrator's Office	1		1		2			1					1			4		1			3
City Attorney's Office					1																
City Planning					1		1														
Controller's Office												1					1				
District Attorney	1		1			2						1	1			3	2				5
Economic & Workforce Development													1			3		1			1
Emergency Management								1				1				3					2
Environment			1													1					
Fine Arts Museum							1									2				4	1
Fire Department	1				2								3			2	1				9
Homelessness and Supportive Housing	3				2		1					1	1			5					1
Human Resources						1		1					3			2	1				1
Human Services Agency	1				1	2			1				2			10		1			3
Juvenile Probation																1					
Municipal Transportation Agency	2				3	2						1	6			11	1	2		16	2
Police Department	1									1	1		1	1		3	1	1			5
Port																		1			1

Department	Age	Ancestry	Color	Creed	Disability/ Medical Condition	Ethnicity	Gender Expression	Gender Identity	Height	Marital or Domestic Partner Status	Military Status	National Origin	Other	Parental Status	Political Affiliation	Race	Religion	Retaliation	Sex	Sexual Orientation	Weight
Public Health	4	6	5		10	14	3	1		2		5	18	2	1	42	8	3	33	5	2
Public Library	2					1	1						1						3		
Public Utilities Commission	2	1			4	3	1					3	4		1	10		1	8	1	
Public Works	3				3								6			9		2	10		2
Recreation and Park	2				1								3			5			5		
Sheriff's Office					1											3		4	3		1
Technology	1	1	1									1					1				
War Memorial					1							1				1					
Total	26	11	10	1	33	29	2	8	2	4	1	18	51	3	2	129	17	17	118	9	7

³ The quarterly reports reflect the harassment allegations filed with DHR EEO as of the close of that quarter. However, complainants may choose to amend their complaints to include additional protected categories as a basis for the alleged harassment after the close of quarter. Those amended complaints will be reflected in the annual report only. As a result, the annual report may contain more complaints than the combined total of the quarterly reports.

Additionally, some complaints contain more than one allegation of harassment. Therefore, the total number of identified protected categories will exceed the total number of complaints. Table B contains a total of 498 protected categories stemming from 312 complaints.

Table C
Sex-Based Harassment Complaints by Department⁴
Fiscal Year 2023/2024
(July 1, 2023, through June 30, 2024)

Department	Sexual Harassment	Harassment Based on Sex
Adult Probation	1	
Airport Commission		3
Assessor-Recorder's Office		1
City Administrator's Office	1	2
District Attorney	4	2
Economic and workforce Development	1	
Emergency Management		2
Fine Arts Museum	2	2
Fire Department	4	5
Homelessness and Supportive Housing		1
Human Resources	1	
Human Services Agency	1	2
Municipal Transportation Agency	11	8
Police Department	1	4
Port	1	
Public Health	15	19
Public Library		3
Public Utilities Commission	4	5
Public Works	5	5
Recreation and Park	2	4
Sheriff's Office	3	3
Total	57	71

⁴ Sex-based harassment complaints may contain allegations of sexual harassment, harassment based on sex, or both. Therefore, the total number of sex-based harassment complaints identified in Table C will exceed the total number of harassment complaints by protected category identified in Table B. Table C contains a total of 128 sex-based harassment complaints stemming from 118 complaints.

Sexual harassment is defined as:

- Any unwelcome sexual advance, request for sexual favors, and other physical, verbal, or visual conduct of a sexual nature; or
- Conditioning an employment benefit on the acceptance of sexual or romantic favors; or
- Making or threatening reprisals after a negative response to a sexual or romantic advance.

Sexual harassment is distinguished from harassment based on sex, as the latter is defined as physical, verbal, or visual conduct based on sex, but is not of a sexual nature. For example, a sex-based harassment complaint resulting from a colleague stating “females are not qualified to be firefighters” would be included in the Harassment Based on Sex column.

Table D
Status and Disposition of Harassment Complaints⁵
Fiscal Year 2023/2024
(July 1, 2023, through June 30, 2024)

Department	Closed					Open
	Settled	Insufficient Evidence	Sustained	Insufficient Allegations/ Immediate preventative Actions Taken	No EEO Jurisdiction or Withdrawn	
Adult Probation					1	
Airport Commission			1	1	1	6
Asian Art Museum					2	1
Assessor-Recorder's Office						1
Board of Supervisors					1	1
Building Inspection						1
City Administrator's Office					4	4
City Attorney's Office						1
City Planning					1	1
Controller's Office						1
District Attorney			1	1	3	4
Economic and workforce Development			1		2	3
Emergency Management				1	1	2
Environment				1		1
Fine Arts Museum				1	1	3
Fire Department		2		3	2	6
Homelessness and Supportive Housing				1	1	5
Human Resources				1	1	2
Human Services Agency				4	4	8
Juvenile Probation						1
Municipal Transportation Agency		1		12	8	13
Police Department		1		4	2	3
Port						2

Public Health			1	9	24	67
Public Library	1		1	2	4	2
Public Utilities Commission			1	2	6	17
Public Works				4	5	16
Recreation and Park					3	9
Sheriff's Office			3	1	2	6
Technology						3
War Memorial						1
Total	0	5	9	48	79	191

⁵ Some complaints contained more than one allegation and may have been closed with more than one disposition. Therefore, Table D reflects that there were a total of 141 dispositions that resulted from the 121 closed complaints.

Definitions

Settled: Complaint was resolved, without any admission or acknowledgement of liability.

Insufficient Evidence: A full investigation was conducted, and there was insufficient evidence to establish that conduct occurred in violation of City’s or SFMTA’s EEO Policy.

Sustained: A full investigation was conducted, and there was sufficient evidence to establish that the conduct occurred in violation of City’s or SFMTA’s EEO Policy.

Insufficient Allegations/Immediate Preventative Actions Taken: Complaint alleged conduct that was within the purview of EEO’s jurisdiction (*i.e.* alleged conduct was based on a protected category or protected activity), but did not raise an inference of harassment; nonetheless, where the complaint alleged conduct in violation of the City’s or SFMTA’s EEO Policy, immediate preventative and/or corrective actions were taken; in these cases, DHR instructs departments to take immediate preventative or corrective action (*i.e.* issue City’s EEO Policy or Equitable, Fair, and Respectful Workplace Policy; obtain signed acknowledgement of receipt of policy; direct to take online Harassment Prevention Training/Implicit Bias Training/Cultural Humility Training/Management or Leadership Training, etc.; direct to conduct mediation; conduct review of analysis of department recruitment efforts; etc.). These actions are the same actions that DHR would recommend a department take if the allegation were sustained.

No EEO Jurisdiction, Withdrawn, or No Response: Complaint did not allege conduct based on a protected category or protected activity, or allege conduct in violation of the City’s or SFMTA’s EEO Policy; complainant was not a City employee, applicant, volunteer, unpaid intern, or contractor; complaint was not against a City department; the complaint was untimely; or complainant declined to participate or withdrew complaint, and based on the information provided, DHR EEO was without sufficient detail to conduct a full investigation