

City Auditor's Quarterly Fraud Hotline Report

OCTOBER 2023

Fiscal Year 2024

Quarter 1

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CITY OF SAN DIEGO



OFFICE of the CITY AUDITOR

About the Fraud Hotline:

The Office of the City Auditor administers the City's Fraud Hotline program. The primary objective of the Fraud Hotline is to provide a means for a City employee or resident to confidentially report any activity or conduct—related to or involving City personnel, resources, or operations—for which he or she suspects instances of fraud, waste, or abuse.

The City's Fraud, Waste, and Abuse Hotline is operated pursuant to California Government Code §53087.6. The Statute defines fraud, waste, or abuse as "any activity by a local agency or employee that is undertaken in the performance of the employee's official duties, including activities deemed to be outside the scope of his or her employment, that is in violation of any local, state, or federal law or regulation relating to corruption, malfeasance, bribery, theft of government property, fraudulent claims, fraud, coercion, conversion, malicious prosecution, misuse of government property, or willful omission to perform duty, is economically wasteful, or involves gross misconduct."

The statute also requires that investigations conducted pursuant to its authority be confidential except to issue any report of an investigation that has been substantiated, or to release any findings resulting from a completed investigation that are deemed necessary to serve the interests of the public. In any event, the identity of the individual or individuals reporting the improper government activity, and the subject employee or employees, shall be kept confidential.

An independent third-party provider accepts Hotline allegations from City employees and the public at **(866) 809-3500** or online at www.sandiego.gov/fraudhotline. Fraud Hotline reporters can choose to remain anonymous, and all information provided via the Hotline will remain confidential.

City policy strongly encourages employees to report fraud, waste, or abuse, and prohibits employees from interfering with Fraud Hotline reporters through intimidation, threats, coercion, commands, or improper influence (Administrative Regulation 95.60).

The City's independent Ethics Commission may investigate allegations of interference with Fraud Hotline reporters, or retaliation by City officials (San Diego Municipal Code section [27.3573](#)). Retaliation complaints to the Ethics Commission may be filed online at www.sandiego.gov/ethics/complaint.



DATE: October 31, 2023

TO: Honorable Members of the Audit Committee
City of San Diego, California

FROM: Andy Hanau, City Auditor

SUBJECT: City Auditor's Quarterly Fraud Hotline Report – Fiscal Year 2024 Quarter 1

Reports Received in the First Quarter of Fiscal Year 2024

During the first quarter of Fiscal Year 2024 (July – September 2023), we received 77 Fraud Hotline reports. Of these reports, 11 were assigned to be investigated by the Office of the City Auditor and 22 were presented to the Intake and Review Committee to be referred to City Departments for investigation and resolution. We also found that 44 reports were not in the purview of the Fraud Hotline and were closed. **Table 1** on the following page summarizes the types of reports received during Fiscal Year 2024.

Table 1:

Reports Received in Fiscal Year 2024

City Auditor Investigations	Qtr 1
Abuse	9
Fraud	2
Subtotal OCA Investigations	11
City Department Investigations	
Abuse	6
Discrimination	1
Fraud	4
Policy Issues	2
Safety and Sanitation	4
Theft of Goods/Services	1
Waste	4
Subtotal Department Investigations	22
Total Reports Received in Purview of Fraud Hotline	33
Direct Referrals, Non-City Reports or Reports Not in Purview of Fraud Hotline	44
Total Reports Received in FY2024	77

Status of Hotline Reports

77 reports filed with the Fraud, Waste, and Abuse Hotline between July 1, 2023 and September 30, 2023

44 reports not in purview of OCA Fraud Hotline

33 new reports added to inventory in Q1 of FY2024:

11 reports assigned to be investigated by OCA

22 reports referred to City departments

In addition to the receipt of 33 new reports requiring investigation, 51 City-related reports remained open and unresolved at the end of the previous quarter,¹ resulting in an active inventory of 84 reports during the first quarter of Fiscal Year 2024. **Table 2**, below, summarizes the Fraud Hotline activity for the first quarter of Fiscal Year 2024.

84 active reports in OCA inventory during Q1 of FY2024

48 reports remain open and unresolved

36 reports closed in Q1 of FY2024:

2 OCA reports closed as substantiated

9 OCA reports closed as unsubstantiated or resolved with no further action necessary

4 Department-investigated reports closed as substantiated

2 Department-investigated reports closed based on corrective actions taken by City Management

19 Department-investigated reports closed as unsubstantiated or resolved with no further action necessary

¹ In the prior quarterly report, we listed reports 753360920520, 404515296642, 448726803573, and 120626195879 as potential department-referred investigations. Upon subsequent review, we determined that the allegations were outside the purview of the Fraud Hotline. Per our procedures, the reports were closed with no further action necessary.

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Table 2:**Status of Fraud Hotline Reports**

Report Status:	City Auditor Investigations	Referred to Dept.	Total City-Related	Not in Hotline's Purview	Total
Unresolved on 7/1/23	15	36	51	4	55
Received in 1 st Quarter	11	22	33	44	77
Subtotal – Active Inventory	26	58	84	48	132
Reports Closed	-11	-25	-36	-48	-84
Substantiated	-2	-4	-6	-0	-6
Corrective Action	-0	-2	-2	-0	-2
Unsubstantiated/Other	-9	-19	-28	-48	-76
Unresolved on 9/30/23	15	33	48	0	48

City Auditor Investigations Summary

Table 3 summarizes the status of the 26 active City Auditor Fraud Hotline investigations during the first quarter of Fiscal Year 2024, including the incident type, report number, date the report was received, a general description of the report, case status, and the final resolution date.

Table 3:

Status of City Auditor Hotline Investigations

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
1	Abuse	970974628601	Received	2/4/22	Substantiated	9/6/23
	An allegation of City staff bypassing legal requirements to make purchases was investigated and determined to be substantiated. A public report was issued regarding confirming purchase orders and is available on our website . We made one recommendation to add definitions, disclosures, and consider dollar limits in the San Diego Municipal Code. Management agreed to implement our recommendation.					
2	Waste	949938422994	Received	5/4/23	Substantiated	9/1/23
	Our investigation determined that the allegation that the City has failed to fully comply with the Mills Act was substantiated. We determined that inspections of historic properties that are exempted from property taxes, which are required every 5 years, were discontinued in 2018 due to staffing shortages. In the current fiscal year, the City transferred management of the Mills Act inspections to the Planning Department as part of a dedicated unit with budgeted staff. City Management has taken corrective action to ensure that Mills Act inspections, and other aspects of the program, will be implemented as required.					
3	Waste	790043034501	Received	8/29/22	Unsubstantiated	8/3/23
	An allegation of waste in a City department was investigated and determined to be unsubstantiated.					
4	Abuse	944521849659	Received	3/31/23	Unsubstantiated	7/25/23
	An allegation of abuse of discretion in a City department was investigated and determined to be unsubstantiated.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
5	Waste	833499391495	Received	4/3/23	Unsubstantiated	7/12/23
An allegation of waste at a City department was investigated and determined to be unsubstantiated.						
6	Abuse	598921837297	Received	5/9/23	Unsubstantiated	8/23/23
An allegation of abuse of discretion by a City department was investigated and determined to be unsubstantiated.						
7	Waste	323695219704	Received	5/24/23	Unsubstantiated	9/15/23
An allegation of waste in a City department was investigated and determined to be unsubstantiated.						
8	Fraud	128651188894	Received	6/7/23	Unsubstantiated	9/28/23
An allegation of fraud in a City department was investigated and determined to be unsubstantiated.						
9	Abuse	664598946418	Received	6/27/23	Unsubstantiated	8/3/23
An allegation of abuse of discretion by a City employee was investigated and determined to be unsubstantiated.						
10	Abuse	161203059661	Received	7/13/23	Unsubstantiated	9/21/23
An allegation of abuse of discretion in a City department was investigated and determined to be unsubstantiated.						
11	Fraud	866047473698	Received	5/9/23	No Further Action Necessary	7/12/23
An allegation of abuse of discretion by a City department was investigated and determined to be outside the purview of the Fraud Hotline to investigate. The appropriate agency was notified of the allegation.						
12	Abuse	355963460201	Received	7/1/19	Open/Unresolved	
Allegation of Public Records Act abuse at a City department. Investigation suspended to avoid interference with pending litigation.						

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
13	Abuse	963347224301	Received	9/22/21	Open/Unresolved	
	Allegation that safety violations at a City building were not properly disclosed. Investigation suspended to avoid interference with pending litigation.					
14	Abuse	776347585310	Received	2/27/23	Open/Unresolved	
	Allegation of abuse and waste by a City department.					
15	Abuse	431187451194	Received	5/11/23	Open/Unresolved	
	Allegation of waste in a City department.					
16	Abuse	669839189910	Received	5/25/23	Open/Unresolved	
	Allegation of abuse of discretion by a City department.					
17	Abuse	521799992995	Received	7/10/23	Open/Unresolved	
	Allegation of abuse of discretion regarding City funds.					
18	Abuse	964071251537	Received	7/11/23	Open/Unresolved	
	Allegation of abuse of discretion by a City department's management.					
19	Abuse	523826028983	Received	7/25/23	Open/Unresolved	
	Allegation of abuse of discretion by a City contractor.					
20	Abuse	212600795294	Received	8/2/23	Open/Unresolved	
	Allegation of abuse of discretion related to historic building designations.					
21	Fraud	864192065270	Received	8/9/23	Open/Unresolved	
	Allegation of fraud at a City department.					
22	Fraud	251042115312	Received	8/14/23	Open/Unresolved	
	Allegation of fraud regarding a City vendor.					
23	Abuse	676293494001	Received	9/13/23	Open/Unresolved	
	Allegation of abuse of discretion by management in a City department.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
24	Abuse	281424570233	Received	9/13/23	Open/Unresolved	
	Allegation of abuse of discretion in the calculation of a lease payment.					
25	Abuse	793003802229	Received	9/19/23	Open/Unresolved	
	Allegation of abuse of leave by a City employee.					
26	Abuse	535746556974	Received	9/20/23	Open/Unresolved	
	Allegation of favoritism by City Management.					

City Department Investigations Summary

The City Auditor, through the Intake and Review Committee, reviews the final resolution of reports investigated by the departments to ensure that the department has taken the proper actions to resolve the report. A report whose allegations cannot be substantiated can still result in the department taking corrective, proactive, or preventative measures to reinforce a policy or procedure, improve internal controls, or to improve City operations.

Table 4 below summarizes the status of the 58 active Fraud Hotline investigations conducted by the departments during the first quarter of Fiscal Year 2024, including the incident type, a general description of the report, and the case status.

Table 4:

Status of Department-Investigated Fraud Hotline Reports

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
1	Abuse	279112577254	Received	12/24/22	Substantiated	8/30/23
	An allegation of conduct unbecoming by City staff was investigated and determined to be substantiated. The department took the appropriate corrective action with respect to the identified employees.					
2	Abuse	513274942843	Received	2/23/23	Substantiated	7/20/23
	An allegation of nepotism in a City department was investigated and determined to be substantiated. An employee participated in an interview process for an extended family member; however, the final hiring decision was made by an independent appointing authority. The department took the appropriate corrective action with respect to the identified employee.					
3	Abuse	841505553503	Received	5/12/23	Substantiated	7/20/23
	An allegation of a City employee parking a City vehicle in a disabled parking space at a fast-food restaurant without a valid placard was investigated and determined to be substantiated. The department took appropriate corrective action with respect to the identified employee.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
4	Policy Issues	693411906090	Received	7/26/23	Substantiated	8/17/23
	An allegation of a policy violation in a City department was investigated and determined to be substantiated. Council Policy 700-10 requires annual reports from staff to the City Council regarding the disposition of City-owned real property. Although revisions to the policy have been in process for several years, the current policy from 2012 still requires annual reports, but the reports have not been submitted.					
5	Abuse	780715676417	Received	5/26/23	Corrective Action	8/30/23
	An allegation of time abuse by a City employee was investigated and resulted in appropriate corrective action with respect to the identified employee. A second allegation of dereliction of duty was investigated and determined to be unsubstantiated.					
6	Safety and Sanitation	103209918449	Received	7/28/23	Corrective Action	8/16/23
	An allegation of unsafe driving by a City employee was investigated but could not be substantiated. However, additional training on safe driving practices was provided.					
7	Abuse	671126660601	Received	8/20/21	Unsubstantiated	7/19/23
	An allegation of a cover-up of a hazardous materials leak was investigated and determined to be unsubstantiated.					
8	Fraud	277199349101	Received	12/17/21	Unsubstantiated	8/16/23
	An allegation of workers compensation fraud by a City employee was investigated and determined to be unsubstantiated.					
9	Abuse	271692259576	Received	12/16/22	Unsubstantiated	9/14/23
	An allegation of abuse of time by City employees was investigated and determined to be unsubstantiated.					
10	Abuse	776546748250	Received	1/17/23	Unsubstantiated	7/20/23
	An allegation of time abuse by a City employee was investigated and determined to be unsubstantiated.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
11	Policy Issues	446121905715	Received	2/2/23	Unsubstantiated	8/16/23
	An allegation of policy violations in a City department was investigated and determined to be unsubstantiated.					
12	Abuse	871092823627	Received	3/12/23	Unsubstantiated	8/16/23
	An allegation of abuse of time by a City employee was investigated and determined to be unsubstantiated.					
13	Waste	421295962893	Received	3/15/23	Unsubstantiated	8/30/23
	An allegation of waste at a City department related to rental vehicles was investigated and determined to be unsubstantiated.					
14	Abuse	840377164260	Received	3/29/23	Unsubstantiated	9/14/23
	An allegation of abuse of discretion by management in a City department was investigated and determined to be unsubstantiated.					
15	Abuse	206877368654	Received	4/26/23	Unsubstantiated	9/14/23
	An allegation of abuse of discretion by a supervisor was investigated and determined to be unsubstantiated.					
16	Customer Relations	877716948577	Received	5/2/23	Unsubstantiated	8/16/23
	An allegation of poor customer service by City staff was investigated and determined to be unsubstantiated.					
17	Fraud	641104700242	Received	5/22/23	Unsubstantiated	9/12/23
	An allegation of fraud by potential City contractors was investigated and determined to be unsubstantiated.					
18	Discrimination	608009750032	Received	5/31/23	Unsubstantiated	7/20/23
	An allegation of discrimination in a City department was investigated and determined to be unsubstantiated.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
19	Discrimination	307946323986	Received	6/6/23	Unsubstantiated	8/3/23
An allegation of discrimination in a City department was investigated and determined to be unsubstantiated.						
20	Fraud	388369852175	Received	6/8/23	Unsubstantiated	7/19/23
An allegation of fraud relating to a non-City employee's permit application was investigated. Although the permit application appeared legitimate, upon learning of the alleged fraud, the department cancelled the permit application (prior to receiving the Fraud Hotline report).						
21	Abuse	981114895132	Received	6/11/23	Unsubstantiated	8/2/23
An allegation of abuse of discretion in a City department was investigated and determined to be unsubstantiated.						
22	Waste	809807627403	Received	6/28/23	Unsubstantiated	9/13/23
An allegation of waste in a City department was investigated and determined to be unsubstantiated.						
23	Discrimination	888736363664	Received	7/7/23	Unsubstantiated	9/13/23
An allegation of discrimination in a City department was investigated and determined to be unsubstantiated.						
24	Miscellaneous	736042374977	Received	7/13/23	Unsubstantiated	9/14/23
An allegation of a water leak was investigated and determined to be unsubstantiated.						
25	Safety and Sanitation	585318574848	Received	7/23/23	Unsubstantiated	9/13/23
An allegation of a City-caused water leak at an apartment complex was investigated and determined to be unsubstantiated.						
26	Abuse	601902135801	Received	9/2/22	Open/Unresolved	
Allegation of abuse of overtime by City employees.						
27	Fraud	289677743301	Received	9/19/22	Open/Unresolved	
Allegation of timecard fraud.						

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
28	Abuse	554205396201	Received	10/8/22	Open/Unresolved	
	Allegation of abuse of time by City employees.					
29	Fraud	951514625392	Received	2/9/23	Open/Unresolved	
	Allegation of timecard fraud by a City employee.					
30	Fraud	684620272421	Received	2/22/23	Open/Unresolved	
	Allegation of fraud related to a customer issue with a City department.					
31	Abuse	444891126910	Received	3/6/23	Open/Unresolved	
	Allegation of wage abuse at a private business.					
32	Abuse	321773003235	Received	3/8/23	Open/Unresolved	
	Allegation of unfair hiring practices in a City department.					
33	Waste	948505714183	Received	4/17/23	Open/Unresolved	
	Allegation of waste in a City department.					
34	Theft of Goods/Services	389139003578	Received	4/19/23	Open/Unresolved	
	Allegation of theft of goods by a City employee.					
35	Abuse	797411287813	Received	4/19/23	Open/Unresolved	
	Allegation of abuse of discretion in a City department.					
36	Abuse	514338830248	Received	4/25/23	Open/Unresolved	
	Allegation of rude behavior by a City employee.					
37	Abuse	605289522472	Received	4/25/23	Open/Unresolved	
	Allegation of overtime abuse by a City employee.					
38	Policy Issues	571111409864	Received	5/2/23	Open/Unresolved	
	Allegation of a policy violation in a City department.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
39	Abuse	292963769190	Received	5/10/23	Open/Unresolved	
Allegation of overtime abuse by a City employee.						
40	Abuse	769711341036	Received	5/22/23	Open/Unresolved	
Allegation of abuse of discretion in a City department.						
41	Fraud	652857317516	Received	6/14/23	Open/Unresolved	
Allegation of workers compensation fraud by a City employee.						
42	Fraud	821356227757	Received	7/3/23	Open/Unresolved	
Allegation of timecard fraud by City employees.						
43	Abuse	772140335364	Received	7/10/23	Open/Unresolved	
Allegation of abuse of time by a City employee.						
44	Fraud	111612255554	Received	7/17/23	Open/Unresolved	
Allegation of workers compensation fraud by a City employee.						
45	Fraud	357755764850	Received	7/26/23	Open/Unresolved	
Allegation of workers compensation fraud by a City employee.						
46	Fraud	409631192465	Received	8/16/23	Open/Unresolved	
Allegation of workers compensation fraud by a City employee.						
47	Waste	800101788192	Received	8/16/23	Open/Unresolved	
Allegation of waste in a City department.						
48	Theft of Goods/Services	390421477491	Received	8/17/23	Open/Unresolved	
Allegation of theft of goods by a City employee.						
49	Policy Issues	685834946637	Received	8/18/23	Open/Unresolved	
Allegation of a policy violation in a City department.						

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
50	Safety and Sanitation	994995211937	Received	8/21/23	Open/Unresolved	
	Allegation of unsafe driving in a City vehicle.					
51	Waste	302191035499	Received	8/23/23	Open/Unresolved	
	Allegation of waste related to unoccupied police patrol vehicles apparently being used to deter traffic violations.					
52	Abuse	119829557183	Received	8/28/23	Open/Unresolved	
	Allegation of discrimination by a supervisor in a City department.					
53	Abuse	831377559938	Received	8/31/23	Open/Unresolved	
	Allegation of misuse of a City vehicle.					
54	Abuse	724766779516	Received	9/11/23	Open/Unresolved	
	An allegation of preferential treatment for out of class assignments lacks details. Additional questions were posted online.					
55	Safety and Sanitation	965080472096	Received	9/19/23	Open/Unresolved	
	Allegation of unsafe driving in a City vehicle.					
56	Abuse	160538848998	Received	9/20/23	Open/Unresolved	
	An allegation of misuse of a parking pass lacked details. Additional questions were posted for the anonymous reporter. If no details are provided in 30 days, the report will be closed with no further action necessary.					
57	Waste	957307408363	Received	9/25/23	Open/Unresolved	
	Allegation of waste in a City department.					
58	Abuse	864087868096	Received	9/29/23	Open/Unresolved	
	Allegation of abuse of discretion by a City employee.					

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Not in Purview Reports Summary

Table 5, below, summarizes the results of the 48 Fraud Hotline reports that were received during the first quarter of Fiscal Year 2024, or previously, but were determined to be not within the purview of the Fraud Hotline and were closed.

Table 5:

Status of Not in Purview Fraud Hotline Reports

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
1	Policy Issues	753360920520	Received	6/13/23	No Further Action Necessary	7/21/23
An allegation of a policy violation by a City employee lacked sufficient information to permit an investigation. Per our procedures, the reporter was given 30 days to respond to additional questions. There was no response and the report was closed with no further action necessary.						
2	Waste	404515296642	Received	6/26/23	No Further Action Necessary	7/31/23
An allegation of waste in a City department did not contain sufficient information to permit an investigation. No response to our request for additional information was received within 30 days. Per our procedures, the report was closed with no further action necessary.						
3	Abuse	120626195879	Received	6/28/23	No Further Action Necessary	7/3/23
An allegation of abuse of discretion by a City employee was reviewed by the OCA and no allegation of fraud, waste, or abuse was apparent. Per our procedures, the report was closed with no further action necessary.						
4	Abuse	448726803573	Received	6/28/23	No Further Action Necessary	7/19/23
An allegation of abuse of discretion in a City department was reviewed by the Fraud Hotline Intake and Review Committee. Based on the content of the allegation, no investigation was deemed necessary. Per our procedures, the report was closed with no further action necessary.						

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
5	Safety and Sanitation	836740294414	Received	7/2/23	No Further Action Necessary	7/10/23
An allegation of a sanitation issue in a different city was reviewed and determined to be outside the purview of the Fraud Hotline to investigate. The Fraud Hotline reporter was provided with the appropriate jurisdiction's contact information.						
6	Fraud	558138532142	Received	7/6/23	No Further Action Necessary	7/10/23
An allegation of a phone scam was not in the purview of the fraud hotline. The reporter was referred to the appropriate agency and the case was closed.						
7	Fraud	503333180929	Received	7/6/23	No Further Action Necessary	7/10/23
An allegation of identity theft was not in the purview of the Fraud Hotline. The reporter was informed of the appropriate agency. Per our procedures, the case was closed with no further action necessary.						
8	Miscellaneous	163282450215	Received	7/7/23	No Further Action Necessary	7/7/23
A request for information was not in the purview of the City's Fraud Hotline. The reporter was provided with the requested information. Per our procedures, the report was closed with no further action necessary.						
9	Fraud	538348180677	Received	7/8/23	No Further Action Necessary	7/10/23
An allegation of possible identity theft was not in the purview of the fraud hotline. The reporter was informed and the case was closed.						
10	Miscellaneous	391388484255	Received	7/8/23	No Further Action Necessary	7/8/23
A request for information was not in the purview of the City's Fraud Hotline. The reporter was provided with the requested information. Per our procedures, the report was closed with no further action necessary.						

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
11	Abuse	851190264545	Received	7/10/23	No Further Action Necessary	8/16/23
An allegation of abusive behavior by a City employee lacked details. No response to our request for additional information was received in over 30 days. Per our procedures, the report was closed with no further action necessary.						
12	Miscellaneous	977606722589	Received	7/10/23	No Further Action Necessary	7/10/23
A request for information was not in the purview of the City's Fraud Hotline. The reporter was provided with the requested information. Per our procedures, the report was closed with no further action necessary.						
13	Fraud	228983694073	Received	7/10/23	No Further Action Necessary	8/16/23
An allegation of vendor fraud lacked details. No response to our request for additional information was received in over 30 days. Per our procedures, the report was closed with no further action necessary.						
14	Miscellaneous	264063893329	Received	7/12/23	No Further Action Necessary	7/12/23
A partial report was abandoned.						
15	Miscellaneous	218395688983	Received	7/12/23	No Further Action Necessary	7/12/23
A partial report was abandoned.						
16	Miscellaneous	745009793020	Received	7/14/23	No Further Action Necessary	7/17/23
An allegation regarding a neighbor dispute was not in the purview of the Fraud Hotline. The reporter was notified and the report was closed, per our procedures.						
17	Fraud	857081658362	Received	7/15/23	No Further Action Necessary	7/17/23
An allegation of a telephone scam was not in the purview of the Fraud Hotline. The reporter was informed and the case was closed.						

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
18	Abuse	858943512764	Received	7/16/23	No Further Action Necessary	7/17/23
An allegation of a crime at a private business was not in the purview of the Fraud Hotline. The reporter was informed and the case was closed.						
19	Fraud	580832315523	Received	7/17/23	No Further Action Necessary	7/17/23
An allegation of identity theft was not in the purview of the Fraud Hotline. The reporter was informed of the appropriate agency to contact for assistance. Per our procedures, the case was closed with no further action necessary.						
20	Waste	169631289132	Received	7/17/23	No Further Action Necessary	7/19/23
An allegation of waste in a City department was reviewed by the Fraud Hotline Intake and Review Committee. No fraud, waste, or abuse allegation was identified. Per our procedures, the report was closed with no further action necessary.						
21	Fraud	790777883971	Received	7/18/23	No Further Action Necessary	7/25/23
An allegation of a credit card fraud was not in the purview of the fraud hotline. The reporter was informed and the case was closed.						
22	Miscellaneous	728515249255	Received	7/19/23	No Further Action Necessary	7/19/23
A partial report was abandoned.						
23	Miscellaneous	505445079858	Received	7/21/23	No Further Action Necessary	7/21/23
A request for information was not in the purview of the City's Fraud Hotline. The reporter was provided with the requested information. Per our procedures, the report was closed with no further action necessary.						

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
24	Waste	810892109284	Received	7/21/23	No Further Action Necessary	8/3/23
An allegation of waste regarding too many management positions and too few staff positions in a department was reviewed by the Fraud Hotline Intake and Review Committee. No fraud, waste, or abuse allegation was identified. Per our procedures, the report was closed with no further action necessary.						
25	Miscellaneous	715899237009	Received	7/26/23	No Further Action Necessary	7/26/23
A partial report was abandoned.						
26	Abuse	534371439005	Received	7/26/23	No Further Action Necessary	9/5/23
An allegation of abuse of discretion by a City employee lacked details. No response to our request for additional information was received in over 30 days. Per our procedures, the report was closed.						
27	Abuse	129762918965	Received	7/26/23	No Further Action Necessary	7/26/23
Duplicate of 571111409864						
28	Waste	899265355610	Received	7/26/23	No Further Action Necessary	7/27/23
An allegation of a non-City water leak on private property was not within the purview of the City's Fraud Hotline. The reporter was notified of alternative reporting options. Per our procedures, the report was closed with no further action necessary.						
29	Miscellaneous	857712343967	Received	7/28/23	No Further Action Necessary	7/31/23
An allegation of a rental dispute was not in the purview of the fraud hotline. The reporter was informed and the case was closed.						

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
30	Fraud	929553273161	Received	8/1/23	No Further Action Necessary	8/2/23
An allegation of identity theft was not in the purview of the fraud hotline. The reporter was informed and the case was closed.						
31	Abuse	653169835293	Received	8/1/23	No Further Action Necessary	9/7/23
An allegation of abuse of discretion by a City employee was closed with no further action necessary.						
32	Waste	831713636259	Received	8/2/23	No Further Action Necessary	8/16/23
An allegation of waste in a City department was reviewed by the Fraud Hotline Intake and Review Committee. No fraud, waste, or abuse allegation was identified. Per our procedures, the report was closed with no further action necessary.						
33	Miscellaneous	113095062677	Received	8/15/23	No Further Action Necessary	8/15/23
A partial report was abandoned.						
34	Waste	552666420314	Received	8/16/23	No Further Action Necessary	8/31/23
An allegation of abuse of discretion was not in the purview of the Fraud Hotline. Per our procedures, the report was referred to another government agency for review and possible investigation.						
35	Miscellaneous	695016848776	Received	8/16/23	No Further Action Necessary	8/16/23
A partial report was abandoned.						
36	Miscellaneous	747858161682	Received	8/18/23	No Further Action Necessary	8/18/23
A partial report was abandoned.						

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
37	Fraud	325257363235	Received	8/27/23	No Further Action Necessary	8/28/23
An allegation of bank fraud was not in the purview of the Fraud Hotline. The caller abandoned the report before referral information could be provided.						
38	Abuse	234697757232	Received	8/28/23	No Further Action Necessary	8/28/23
Duplicate of 598921837297						
39	Miscellaneous	948855985665	Received	9/1/23	No Further Action Necessary	9/1/23
A partial report was abandoned.						
40	Safety and Sanitation	744347017907	Received	9/1/23	No Further Action Necessary	9/30/23
An allegation of unsafe driving by a non-City vehicle could not be investigated or referred based on the information provided. No response to our request for additional information was received in over 30 days. Per our procedures, the report was closed with no further action necessary.						
41	Fraud	229088549635	Received	9/5/23	No Further Action Necessary	9/5/23
An allegation regarding housing fraud was not in the purview of the City's Fraud Hotline. Per our procedures, the allegation was referred to the appropriate government agency for review and possible investigation.						
42	Fraud	107138568821	Received	9/7/23	No Further Action Necessary	9/14/23
Duplicate of 821356227757						
43	Miscellaneous	444994745997	Received	9/15/23	No Further Action Necessary	9/15/23
A partial report was abandoned.						

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
44	Miscellaneous	534719673850	Received	9/20/23	No Further Action Necessary	9/20/23
	A partial report was abandoned.					
45	Miscellaneous	874291289635	Received	9/20/23	No Further Action Necessary	9/20/23
	A partial report was abandoned.					
46	Fraud	278662472954	Received	9/21/23	No Further Action Necessary	9/29/23
	An allegation of bank fraud was not in the purview of the Fraud Hotline.					
47	Customer Relations	760145492960	Received	9/26/23	No Further Action Necessary	9/27/23
	A request for information was not in the purview of the City's Fraud Hotline. The reporter was provided with the requested information. Per our procedures, the report was closed with no further action necessary.					
48	Abuse	120843913008	Received	9/27/23	No Further Action Necessary	9/27/23
	An allegation of abuse at a residential rental unit was not in the purview of the City's Fraud Hotline. The reporter was notified of alternative reporting options. Per our procedures, the report was closed with no further action necessary.					

Conclusion

The Office of the City Auditor is dedicated to ensuring that all reported claims of fraud, waste, and abuse related to City operations are investigated and properly resolved.

In Quarter 1 of Fiscal Year 2024, we applied approximately 848 hours administering the Fraud Hotline, coordinating Intake and Review Committee activities, and investigating Fraud Hotline reports. A total of 2,960 hours has been budgeted for the year.

I will be prepared to discuss this report at the next available Audit Committee meeting.

Respectfully submitted,



Andy Hanau
City Auditor

cc: Honorable Mayor Todd Gloria
 Honorable Members of the City Council
 Honorable Mara Elliott, City Attorney
 Eric Dargan, Chief Operating Officer
 Charles Modica, Independent Budget Analyst
