

City Auditor's Quarterly Fraud Hotline Report

JANUARY 2025

Fiscal Year 2025

Quarter 2

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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: January 28, 2025

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 2025 Quarter 2

Reports Received in the Second Quarter of Fiscal Year 2025

During the second quarter of Fiscal Year 2025 (October – December 2024), we received 58 Fraud Hotline reports. Of these reports, 7 were assigned to be investigated by the Office of the City Auditor and 16 were presented to the Intake and Review Committee to be referred to City departments for investigation and resolution. We also found that 35 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 2025.

Table 1:

Reports Received in Fiscal Year 2025

City Auditor Investigations	Qtr 1	Qtr 2
Abuse	6	7
Fraud	0	0
Waste	0	0
Subtotal OCA Investigations	6	7
City Department Investigations		
Abuse	12	9
Accounting/Audit Irregularities	0	0
Customer Relations	0	0
Discrimination	0	0
Employee Relations	0	0
Fraud	0	0
Policy Issues	0	0
Safety and Sanitation	0	5
Substance Abuse	1	0
Theft of Goods/Services	0	0
Theft of Time	1	0
Waste	0	2
Subtotal Department Investigations	14	16
Total Reports Received in Purview of Fraud Hotline	20	23
Direct Referrals, Non-City Reports or Reports Not in Purview of Fraud Hotline	38	35
Total Reports Received in FY2025	58	58

Status of Hotline Reports

58 reports filed with the Fraud, Waste, and Abuse Hotline
between October 1, 2024 and December 31, 2024

35 reports not in purview of OCA Fraud Hotline

23 new reports added to inventory in Q2 of FY2025:

7 reports assigned to be investigated by OCA

16 reports referred to City departments

In addition to the receipt of 23 new reports requiring investigation, 33 City-related reports remained open and unresolved at the end of the previous quarter, resulting in an active inventory of 56 reports during the second quarter of Fiscal Year 2025.¹ **Table 2** below, summarizes the Fraud Hotline activity for the second quarter of Fiscal Year 2025.

56 active reports in OCA inventory during Q2 of FY2025

30 reports remain open and unresolved

26 reports closed in Q2 of FY2025:

2 OCA reports closed as substantiated

0 OCA reports closed based on corrective actions taken by City
Management

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

2 Department-investigated reports closed as substantiated

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

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

¹ Two reports, 249250156937 and 222592096635, were previously listed as potential department-referred investigations. During the quarter, we determined that the allegations were outside the purview of the Fraud Hotline. Per our procedures, each report was referred to the appropriate agency for review and possible investigation and closed with no further action necessary.

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 10/1/24	8	25	33	2	35
Received in 2 nd Quarter	7	16	23	35	58
Subtotal – Active Inventory	15	41	56	37	93
Reports Closed	-9	-17	-26	-37	-63
Substantiated	-2	-2	-4	-0	-4
Corrective Action	-0	-2	-2	-0	-2
Unsubstantiated/Other	-7	-13	-20	-37	-57
Unresolved on 12/31/24	6	24	30	0	30

City Auditor Investigations Summary

Table 3 summarizes the status of the 15 active City Auditor Fraud Hotline investigations during the second quarter of Fiscal Year 2025, 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
Allegation/Outcome						
1	Abuse	768142282574	Received	10/3/24	Substantiated	10/31/24
	An allegation of abuse of discretion by a City department was investigated and determined to be substantiated. The department took corrective action to refund an overcharge that was issued in error and staff was provided with additional training and supervision.					
2	Abuse	132174759491	Received	10/16/23	Substantiated	11/13/24
	An allegation regarding the mismanagement of permits issued by the City for the long-term storage of small boats on the sand at Mission Bay was investigated and determined to be substantiated. A public report was issued and is available on our website . We made 10 recommendations to improve the City's boat storage permit administration, facilities, fee recovery, and compliance operations. Management agreed with all 10 recommendations.					
3	Abuse	528704199707	Received	3/19/24	Unsubstantiated	12/23/24
	An allegation of abuse of discretion by a City department was investigated and determined to be unsubstantiated.					
4	Policy Issues	909689081483	Received	6/10/24	Unsubstantiated	12/30/24
	An allegation of a policy issue by a City department was investigated and determined to be unsubstantiated.					
5	Abuse	786489317532	Received	7/10/24	Unsubstantiated	12/3/24
	An allegation of abuse of discretion by City Management was investigated and determined to be unsubstantiated.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
6	Abuse	972480545138	Received	8/13/24	Unsubstantiated	10/25/24
	An allegation of abuse of discretion by a City business improvement district was investigated and determined to be unsubstantiated.					
7	Abuse	497234416610	Received	8/17/24	Unsubstantiated	12/24/24
	An allegation of abuse of discretion by City employees was investigated and determined to be unsubstantiated.					
8	Abuse	961922402104	Received	11/1/24	Unsubstantiated	12/24/24
	An allegation of abuse of discretion by City employees was investigated and determined to be unsubstantiated.					
9	Abuse	165178220266	Received	10/7/24	No Further Action Necessary	10/30/24
	An allegation of abuse of discretion by a City employee was determined to be outside the purview of the fraud hotline and closed with no further action necessary, and the Fraud Hotline reporter was notified.					
10	Abuse	899097618750	Received	7/11/24	Open/Unresolved	
	Allegation of abuse of discretion by the City.					
11	Abuse	391757789939	Received	7/19/24	Open/Unresolved	
	Allegation of abuse of discretion regarding a lease violation.					
12	Abuse	340211562137	Received	10/9/24	Open/Unresolved	
	Allegation of abuse of discretion by a City business improvement district.					
13	Abuse	715307892194	Received	10/30/24	Open/Unresolved	
	Allegation of abuse of discretion by City employees.					
14	Abuse	902675377999	Received	10/31/24	Open/Unresolved	
	Allegation of abuse of discretion by a City employee.					
15	Abuse	955734991143	Received	11/12/24	Open/Unresolved	
	Allegation of abuse of discretion in a City department.					

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 summarizes the status of the 41 active Fraud Hotline investigations conducted by the departments during the second quarter of Fiscal Year 2025, 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
Allegation/Outcome						
1	Safety and Sanitation	901878935993	Received	6/26/24	Substantiated	10/9/24
	An allegation of unsafe driving by a City employee was investigated and determined to be substantiated. The department took appropriate corrective action with respect to the identified employee.					
2	Abuse	591397931573	Received	8/20/24	Substantiated	10/23/24
	An allegation of abuse of discretion by a City department was investigated and determined to be substantiated. The department took corrective action to refund an overcharge that was issued in error, and staff was provided with additional training and supervision.					
3	Safety and Sanitation	416411307772	Received	10/11/24	Corrective Action	11/6/24
	An allegation of a sanitation issue at a City business was investigated and resulted in corrective action to remove the violation. A previous report of the violation was sent to an incorrect City email address.					
4	Safety and Sanitation	725698643299	Received	10/14/24	Corrective Action	11/20/24
	An allegation of unsafe driving by a City employee was investigated and could not be substantiated. However, the department took proactive corrective action by discussing the importance of driving safely with staff.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
5	Fraud	111612255554	Received	7/17/23	Unsubstantiated	10/24/24
	An allegation of workers' compensation fraud by a City employee was investigated and determined to be unsubstantiated.					
6	Fraud	409631192465	Received	8/16/23	Unsubstantiated	10/10/24
	An allegation of workers' compensation fraud by a City employee was investigated and determined to be unsubstantiated.					
7	Fraud	851850568455	Received	4/17/24	Unsubstantiated	10/24/24
	An allegation of identity theft related to a City water bill was investigated and determined to be unsubstantiated.					
8	Theft of Time	495666341491	Received	5/10/24	Unsubstantiated	10/9/24
	An allegation of time abuse by a City employee was investigated and determined to be unsubstantiated.					
9	Falsification of City Records	170712571440	Received	6/6/24	Unsubstantiated	10/24/24
	An allegation of a City employee falsifying timecards was investigated and determined to be unsubstantiated.					
10	Substance Abuse	355750587129	Received	6/19/24	Unsubstantiated	11/7/24
	An allegation of substance abuse by a City employee was investigated and determined to be unsubstantiated.					
11	Abuse	856592295594	Received	7/8/24	Unsubstantiated	10/23/24
	An allegation of abuse of discretion by management in a City department was investigated and determined to be unsubstantiated.					
12	Theft of Time	610054967076	Received	8/26/24	Unsubstantiated	11/7/24
	An allegation of theft of time 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						
13	Abuse	548900062425	Received	9/3/24	Unsubstantiated	10/10/24
	An allegation of building permit abuse by a non-City contractor was investigated and determined to be unsubstantiated.					
14	Abuse	481901934075	Received	9/25/24	Unsubstantiated	11/7/24
	An allegation of abuse of discretion by a City employee was investigated and determined to be unsubstantiated.					
15	Abuse	189249422951	Received	10/8/24	Unsubstantiated	10/24/24
	An allegation of abuse of discretion and theft of time by a City employee was investigated and determined to be unsubstantiated.					
16	Abuse	554114504781	Received	11/3/24	Unsubstantiated	12/5/24
	An allegation of abuse of discretion by a City department was investigated and determined to be unsubstantiated.					
17	Waste	813187794753	Received	11/7/24	Unsubstantiated	12/5/24
	An allegation of waste in a City department was investigated and determined to be unsubstantiated.					
18	Abuse	543747035655	Received	11/21/23	Open/Unresolved	
	Allegation of timecard abuse.					
19	Safety and Sanitation	476507025730	Received	1/7/24	Open/Unresolved	
	Allegation of a security issue at a City department.					
20	Abuse	605515381918	Received	3/27/24	Open/Unresolved	
	Allegation of abuse of time by a City employee.					
21	Abuse	695721608191	Received	5/3/24	Open/Unresolved	
	Allegation of overtime abuse by City employees.					
22	Abuse	655853543918	Received	5/5/24	Open/Unresolved	
	Allegation of abuse of discretion by a City employee.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
23	Customer Relations	428287226450	Received	6/24/24	Open/Unresolved	
	Allegation of a customer service issue in a City department.					
24	Abuse	338792296489	Received	6/24/24	Open/Unresolved	
	Allegation of abuse of FMLA leave by a City employee.					
25	Abuse	306896642493	Received	7/18/24	Open/Unresolved	
	Allegation of abuse of discretion by management in a City department.					
26	Abuse	990380336765	Received	7/31/24	Open/Unresolved	
	Allegation of abuse of discretion by a City department.					
27	Abuse	540295351020	Received	8/9/24	Open/Unresolved	
	Allegation of abuse of discretion regarding unfair promotions by a City department.					
28	Abuse	705430512684	Received	8/29/24	Open/Unresolved	
	Allegation of abuse of discretion by a City department.					
29	Abuse	400165232040	Received	9/9/24	Open/Unresolved	
	Allegation of abuse of discretion by City Management.					
30	Abuse	831294730393	Received	9/13/24	Open/Unresolved	
	Allegation of abuse of discretion by a City employee.					
31	Abuse	395440003949	Received	10/23/24	Open/Unresolved	
	Allegation of abuse of discretion by a City employee.					
32	Abuse	619537297238	Received	10/24/24	Open/Unresolved	
	Allegation of abuse of industrial leave by a City employee.					
33	Abuse	860856106238	Received	11/2/24	Open/Unresolved	
	Allegation of abuse of discretion by a City department.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
34	Safety and Sanitation	306401100193	Received	11/6/24	Open/Unresolved	
	Allegation of a sanitation issue in a City department.					
35	Safety and Sanitation	308700256709	Received	11/18/24	Open/Unresolved	
	Allegation of unsafe driving by a City employee.					
36	Waste	128336911762	Received	11/19/24	Open/Unresolved	
	Allegation of waste in a City department.					
37	Abuse	715757412388	Received	11/25/24	Open/Unresolved	
	Allegation of an unlicensed business in San Diego.					
38	Abuse	163180960396	Received	12/3/24	Open/Unresolved	
	Allegation of abuse of discretion by a City department.					
39	Abuse	648969203465	Received	12/5/24	Open/Unresolved	
	Allegation of abuse of discretion regarding a City employee's workers compensation claim.					
40	Safety and Sanitation	777658275916	Received	12/5/24	Open/Unresolved	
	Allegation of a safety issue in a City department.					
41	Abuse	271578215872	Received	12/20/24	Open/Unresolved	
	Allegation of abuse of discretion by department management.					

Table 5 summarizes the results of the 37 Fraud Hotline reports that were received during the second quarter of Fiscal Year 2025, or previously, but were determined to be not within the purview of the Fraud Hotline and were closed.

Status of Not in Purview Fraud Hotline Reports

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
1	Abuse	249250156937	Received	8/9/24	No Further Action Necessary	10/22/24
	An allegation of abuse of discretion in a City department was reviewed and determined to be outside the purview of the City's Fraud Hotline. The case was referred to the appropriate agency for review and possible investigation.					
2	Abuse	222592096635	Received	8/19/24	No Further Action Necessary	10/22/24
	An allegation of abuse of discretion by a City employee was reviewed and determined to be outside the purview of the City's Fraud Hotline. The case was referred to the appropriate agency for review and possible investigation.					
3	Fraud	626972612291	Received	10/1/24	No Further Action Necessary	10/1/24
	A partial report was abandoned.					
4	Fraud	467213381320	Received	10/6/24	No Further Action Necessary	10/7/24
	An allegation of construction fraud was not in the purview of the City of San Diego. The Fraud Hotline reporter was notified of the appropriate agency and the case was closed.					
5	Safety and Sanitation	957818555077	Received	10/7/24	No Further Action Necessary	10/9/24
	An allegation of a sanitation issue was reviewed by the Fraud Hotline Intake and Review committee and determined to be outside the purview of the Fraud Hotline because the City has already taken corrective action to address the concern.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
6	Miscellaneous	765566493319	Received	10/9/24	No Further Action Necessary	10/9/24
	A partial report was abandoned.					
7	Miscellaneous	149581660810	Received	10/15/24	No Further Action Necessary	10/15/24
	An allegation of a non-City issue was not in the purview of the City of San Diego. The Fraud Hotline reporter was notified of the appropriate agency and the case was closed.					
8	Safety and Sanitation	270617095127	Received	10/15/24	No Further Action Necessary	10/15/24
	An allegation of unsafe driving by a non-City employee was not in the purview of the City of San Diego. The case was referred to the appropriate government agency for review and possible investigation.					
9	Abuse	530862244437	Received	10/19/24	no Further Action Necessary	12/4/24
	An allegation of abuse of discretion by a City employee lacked details. No response to our request for additional information was received within 30 days. Per our procedures, the case was closed.					
10	Abuse	511465920309	Received	10/21/24	No Further Action Necessary	10/23/24
	An allegation of abuse of discretion by a City department was reviewed and determined to be outside the purview of the City's Fraud Hotline. The Fraud Hotline reporter was notified of the appropriate agency and the case was closed.					
11	Miscellaneous	106535192949	Received	10/21/24	No Further Action Necessary	10/21/24
	A partial report was abandoned.					
12	Miscellaneous	343892931417	Received	10/23/24	No Further Action Necessary	10/24/24
	A request for information was not in the purview of the City's Fraud Hotline. The Fraud Hotline reporter was notified of the appropriate agency and the case was closed.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
13	Miscellaneous	311214273574	Received	10/27/24	No Further Action Necessary	10/27/24
	A partial report was abandoned.					
14	Abuse	812934118380	Received	10/31/24	No Further Action Necessary	10/31/24
	An allegation of abusive behavior by a non-City employee was reviewed and determined to be outside the purview of the City's Fraud Hotline. The Fraud Hotline reporter was notified of the appropriate agency and the case was closed.					
15	Fraud	561586320919	Received	11/2/24	No Further Action Necessary	11/4/24
	An allegation of identity theft was reviewed and determined to be outside the purview of the City's Fraud Hotline. The Fraud Hotline reporter was notified of the appropriate agency and the case was closed.					
16	Abuse	625039891017	Received	11/5/24	No Further Action Necessary	12/5/24
	An allegation of abuse of discretion lacked details. Additional information was requested from the reporter. No response to our request for additional information was received within 30 days. Per our procedures, the case was closed.					
17	Miscellaneous	426799778585	Received	11/11/24	No Further Action Necessary	11/11/24
	A partial report was abandoned.					
18	Miscellaneous	497344733979	Received	11/12/24	No Further Action Necessary	11/12/24
	A partial report was abandoned.					
19	Fraud	734023981626	Received	11/16/24	No Further Action Necessary	11/18/24
	An allegation of workers compensation fraud in a private business was reviewed and determined to be outside the purview of the City's Fraud Hotline. The Fraud Hotline reporter was notified of the appropriate agency and the case was closed.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
	Allegation/Outcome					
20	Miscellaneous	171722291559	Received	11/19/24	No Further Action Necessary	11/19/24
	A question regarding a City project was referred to the appropriate resource.					
21	Abuse	144049438632	Received	11/27/24	No Further Action Necessary	12/2/24
	Duplicate of 902675377999					
22	Fraud	894602334945	Received	11/27/24	No Further Action Necessary	12/2/24
	An allegation of fraud by a non-City agency was reviewed and determined to be outside the purview of the City's Fraud Hotline. The Fraud Hotline reporter was notified and the case was closed.					
23	Miscellaneous	426904460123	Received	12/3/24	No Further Action Necessary	12/3/24
	A partial report was abandoned.					
24	Abuse	197391041056	Received	12/11/24	No Further Action Necessary	12/11/24
	An allegation of abuse by a non-City agency was reviewed and determined to be outside the purview of the City's Fraud Hotline. The Fraud Hotline reporter was notified and the case was closed.					
25	Miscellaneous	898440215402	Received	12/11/24	No Further Action Necessary	12/11/24
	A partial report was abandoned.					
26	Miscellaneous	349142809560	Received	12/12/24	No Further Action Necessary	12/12/24
	A partial report was abandoned.					
27	Abuse	217321565481	Received	12/12/24	No Further Action Necessary	12/16/24
	Duplicate of 251042115312					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
	Allegation/Outcome					
28	Fraud	542286883216	Received	12/13/24	No Further Action Necessary	12/16/24
	An allegation of a non-City issue was reviewed and determined to be outside the purview of the City's Fraud Hotline. The Fraud Hotline reporter was notified of the appropriate agency and the case was closed.					
29	Miscellaneous	960048903200	Received	12/13/24	No Further Action Necessary	12/13/24
	A partial report was abandoned.					
30	Miscellaneous	369345962176	Received	12/18/24	No Further Action Necessary	12/19/24
	A non-City issue was reported and reviewed. Per our procedures, the report was closed with no further action necessary.					
31	Miscellaneous	116252819997	Received	12/18/24	No Further Action Necessary	12/18/24
	A partial report was abandoned.					
32	Fraud	442885032613	Received	12/23/24	No Further Action Necessary	12/23/24
	A non-City issue was reported and reviewed. Per our procedures, the report was closed with no further action necessary.					
33	Miscellaneous	836531711156	Received	12/23/24	No Further Action Necessary	12/23/24
	A partial report was abandoned.					
34	Miscellaneous	721159389413	Received	12/24/24	No Further Action Necessary	12/24/24
	A non-City issue was reported and reviewed. Per our procedures, the report was closed with no further action necessary.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
35	Fraud	639238156246	Received	12/26/24	No Further Action Necessary	12/30/24
	An allegation of a non-City issue was not in the purview of the City of San Diego. The Fraud Hotline reporter was notified of the appropriate agency and the case was closed.					
36	Miscellaneous	398004985906	Received	12/27/24	No Further Action Necessary	12/30/24
	A partial report was abandoned.					
37	Abuse	175254342839	Received	12/28/24	No Further Action Necessary	12/30/24
	A non-City issue was reported and reviewed. 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.

As of the second quarter of Fiscal Year 2025, we applied approximately 1,824 hours administering the Fraud Hotline, coordinating Intake and Review Committee activities, and investigating Fraud Hotline reports. A total of 2,960 hours was 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 Heather Ferbert, City Attorney
 Eric Dargan, Chief Operating Officer
 Charles Modica, Independent Budget Analyst
