

**Office of the City Auditor**  
**City of San Diego**

**Fraud Hotline Update**  
**FY2013 Quarter 2**  
**(October 2012 – December 2012)**

**Audit Committee, April 8, 2013**



# Fraud Hotline Complaints Received

## FY 2013 Quarter 2 Summary

	Qtr 1	Qtr 2	Total FY 2013	% of Total
<b>Office of City Auditor Investigations</b>	<b>9</b>	<b>2</b>	<b>11</b>	<b>17%</b>
<b>Referred to City Departments for Investigation</b>	<b>7</b>	<b>12</b>	<b>19</b>	<b>30%</b>
<b>Total Complaints received in Purview of the Fraud Hotline</b>	<b>16</b>	<b>14</b>	<b>30</b>	<b>47%</b>
<b>Complaints Not in Purview of Fraud Hotline- Referred to Proper Authority</b>	<b>34</b>	<b>1</b>	<b>35</b>	<b>53%</b>
<b>Total Complaints Received in FY2013 Quarter 2</b>	<b>50</b>	<b>15</b>	<b>65</b>	<b>100%</b>

# Hotline Activity, July 2012 – September 2012 and Open Complaints from Previous Qtr

- **Complaints Open/Unresolved 9/30/2012** **23**
- Complaints Received 15
- Complaints Not in Fraud Hotline Purview -1
- New Complaints Requiring Investigation 14
- Active Complaints in 4th Quarter of FY 12 37
- **Complaints closed** **-22**
  - ♦ 4 ( 6%) Department investigations substantiated allegation
  - ♦ 4 (24%) allegations were unsubstantiated with preventative action taken from Departments' actions
  - ♦ 14 (70%) complaints were unsubstantiated; 3 by the City Auditor and 9 by the Departments
- **Complaints Open/Unresolved on 12/31/2012** **15**

# Complaint Allegations Substantiated by Department Investigations

- 117110597 9/24/2012 - 12/5/2012  
Allegation of collection harassment was determined to be substantiated. The Department mistakenly contacted the complainant for bill incurred by another party and used inappropriate demeanor with the complainant. The matter was rectified and appropriate disciplinary action taken with City employee.
- 117264463 11/1/2012 - 12/19/2012  
Allegation of Neighborhood Code Compliance violation was determined to be substantiated. A Civil Penalty Notice and Order was issued to ensure the property is brought into compliance.
- 116752381 6/26/2012 - 12/30/2012  
Allegation of citizen dumping water in park putting trees at risk determined to be substantiated. Department conducted site visit and brought violation to attention of property owner.
- 117260428 10/31/2012 - 12/19/2012  
Allegation of Neighborhood Code Compliance violation was determined to be substantiated. A Civil Penalty Notice and Order was issued to ensure the property is brought into compliance.

# Complaint Allegations Unsubstantiated but Department took Preventative Actions

- 116473070 4/16/2012 - 10/24/2012  
Allegation of misuse of City property was determined to be unsubstantiated but the Department took corrective action. Department determined misuse was relating to private property. The Department met with property owner and suggested corrective action.
- 116630255 5/25/2012 - 12/20/2012  
Allegation of failure to replace broken water meter property was determined to be unsubstantiated but the Department took corrective action. Department replaced water meter and adjusted customer bill.
- 116792837 7/6/2012 - 12/26/2012  
Allegation of customer not receiving timely bills was determined to be unsubstantiated but the Department took corrective action and provided customer both paper and email copies of current bills.
- 117250532 10/29/2012 - 12/31/2012  
Allegation of illegal bypass of water meter property was determined to be unsubstantiated but the Department took corrective action

# Conclusion

Fraud Hotline (866) 809-3500