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# CITY AUDITOR'S QUARTERLY FRAUD HOTLINE REPORT

*Fiscal Year 2020*

*Quarter 2*

Office of the City  
Auditor

City of San Diego



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January 2020

## 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.

NAVEX, an independent third-party provider, accepts calls from City employees and the public at (866) 809-3500 or online at [www.sandiego.gov/fraudhotline](http://www.sandiego.gov/fraudhotline). Callers can choose to



## THE CITY OF SAN DIEGO

DATE: January 6, 2020  
TO: Honorable Members of the Audit Committee  
FROM: Kyle Elser, Interim City Auditor  
SUBJECT: City Auditor's Quarterly Fraud Hotline Report – Fiscal Year 2020 Quarter 2

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### Reports Received in the Second Quarter of Fiscal Year 2020

During the second quarter of Fiscal Year 2020 (October – December 2019), we received 54 Fraud Hotline reports. We added four new reports to be investigated by the Office of the City Auditor and presented 36 reports to the Intake and Review Committee to be referred to City Departments for investigation and resolution. We found that 14 reports were not in the purview of the Fraud Hotline and they were closed. **Table 1** on the following page summarizes the types of reports received during Fiscal Year 2020.



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**TO REPORT FRAUD, WASTE, OR ABUSE, CALL OUR FRAUD HOTLINE: (866) 809-3500**



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**Table 1:****Reports Received in Fiscal Year 2020**

<b>City Auditor Investigations</b>	<b>Qtr 1</b>	<b>Qtr 2</b>
Abuse	5	2
Fraud	1	2
<b>Subtotal OCA Investigations</b>	<b>6</b>	<b>4</b>
<b>City Department Investigations</b>		
Abuse	18	21
Discrimination	0	2
Fraud	1	3
Safety and Sanitation	3	2
Theft of Goods/ Services	1	1
Theft of Time	4	2
Waste	4	5
<b>Subtotal Department Investigations</b>	<b>31</b>	<b>36</b>
<b>Total Reports Received in Purview of Fraud Hotline</b>	<b>37</b>	<b>40</b>
Direct Referrals, Non-City Reports or Reports Not in Purview of Fraud Hotline	<b>16</b>	<b>14</b>
<b>Total Reports Received in FY 20</b>	<b>53</b>	<b>54</b>

### Status of Hotline Reports

A total of 54 reports were filed with the Fraud Hotline between October 1, 2019 and December 31, 2019. We determined that 14 of these reports were not in the purview of the Fraud Hotline, leaving 40 reports that were added to the inventory.

In addition to the receipt of 40 new reports for investigation, 51 City-related reports remained open and unresolved at the end of the previous quarter, resulting in an active inventory of 91 reports during the second quarter of Fiscal Year 2020. **Table 2**, below, summarizes the Fraud Hotline activity for the second quarter of Fiscal Year 2020.

Of the 91 active reports in our inventory, 56 remain open and unresolved, and 35 were closed. One City Auditor investigation was investigated and found to be substantiated, one was closed with corrective action, and four were found to be unsubstantiated or closed with no further action necessary. The allegations made in eight Department investigations were found to be substantiated, seven were closed with corrective action, and 14 were unsubstantiated or were otherwise resolved.

**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 10/1/19 <sup>1</sup>	20	31	51	2	53
Received in 2 <sup>nd</sup> Quarter	4	36	40	14	54
Subtotal – Active Inventory	<b>24</b>	<b>67</b>	<b>91</b>	<b>16</b>	<b>107</b>
Reports Closed	<b>-6</b>	<b>-29</b>	<b>-35</b>	<b>-16</b>	<b>-51</b>
Substantiated	-1	-8	-9	-0	-9
Corrective Action	-1	-7	-8	-0	-8
Unsubstantiated/other	-4	-14	-18	-16	-34
Unresolved on 12/31/19	<b>18</b>	<b>38</b>	<b>56</b>	<b>0</b>	<b>56</b>

<sup>1</sup> Reports 617850856701 and 452474457701 were previously reported as department investigations but lacked critical information that was not provided in response to our requests, so they could not be referred for investigation as planned.

### City Auditor Investigations Summary

**Table 3** summarizes the status of the 24 active City Auditor Fraud Hotline investigations during the second quarter of Fiscal Year 2020, 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	126265359	Received	10/6/17	Substantiated	12/13/19
<p>We investigated a report regarding the City's responses to Public Records Act (PRA) requests for records. Our investigation identified several examples of potential non-compliance with the PRA and determined that the City's PRA Program practices should be strengthened to ensure consistent compliance with all aspects of the PRA. We made six recommendations to improve the City's responses to PRA requests, and management agreed to implement all six.</p> <p>A public report was issued on 12/13/19 and can be found at our website at:</p> <p><a href="http://www.sandiego.gov/sites/default/files/hotline_report_of_public_records_act_responses.pdf">www.sandiego.gov/sites/default/files/hotline_report_of_public_records_act_responses.pdf</a></p>						
2	Waste	894746686401	Received	9/18/18	Corrective Action	10/18/19
<p>An allegation that the City has provided water to a non-residential customer for years without charge was investigated and resulted in corrective action. A bill was issued after an unusual configuration was discovered which required a change to the billing software.</p>						
3	Abuse	903091045001	Received	3/21/19	Unsubstantiated	10/21/19
<p>An allegation of abuse of discretion at a City department was investigated and determined to be unsubstantiated.</p>						
4	Abuse	805376539601	Received	9/17/19	Unsubstantiated	11/5/19
<p>An allegation regarding unclear remote-working policies, procedures, and oversight was investigated and found to be unsubstantiated.</p>						

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
5	Abuse	684357487601	Received	11/8/18	No Further Action Necessary	10/24/19
	An allegation of abuse of discretion by management in response to a complaint regarding a safety concern was separately reported and independent corrective action was taken to address the concern. After reviewing the actions taken, we determined that no further action is necessary.					
6	Abuse	574095018401	Received	12/31/18	No Further Action Necessary	10/28/19
	An allegation regarding excess discretionary leave awards was investigated and identified inconsistent policy language limiting the awards. The City policy was already being revised to address the discrepancy between the 3-day and 24-hour award caps.					
7	Abuse	827609647101	Received	1/22/19	Open/Unresolved	
	Allegation of a contract that was not processed according to City policy.					
8	Fraud	696179688501	Received	3/4/19	Open/Unresolved	
	Allegation of fraud, waste, and abuse at a City department related to improper billing for services.					
9	Abuse	976576095401	Received	3/11/19	Open/Unresolved	
	Allegation of abuse of discretion resulting in a City Charter violation.					
10	Fraud	732526148501	Received	3/11/19	Open/Unresolved	
	Allegation of fraud perpetrated by City employees.					
11	Abuse	783186805201	Received	3/18/19	Open/Unresolved	
	Allegation of inaccurate reports being filed by a City department.					
12	Abuse	561079182201	Received	4/12/19	Open/Unresolved	
	Allegation of abuse of discretion by a supervisor.					
13	Safety and Sanitation	403063557501	Received	4/17/19	Open/Unresolved	
	Allegation of unsafe handling of hazardous materials.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
14	Abuse	274212080301	Received	4/23/19	Open/Unresolved	
	Allegation regarding excessive charges for board-up services after a burglary.					
15	Abuse	261877906601	Received	4/30/19	Open/Unresolved	
	Allegation of abuse related to Industrial Leave.					
16	Abuse	355963460201	Received	7/1/19	Open/Unresolved	
	Allegation of Public Records Act abuse at a City department.					
17	Abuse	270224416801	Received	8/7/19	Open/Unresolved	
	Allegation of abuse of discretion in hiring at a City department.					
18	Abuse	832218363901	Received	8/16/19	Open/Unresolved	
	Allegation of theft of time and use of City equipment for outside employment.					
19	Abuse	747427064001	Received	8/28/19	Open/Unresolved	
	Allegation of abuse of discretion by management at a City department.					
20	Abuse	687865225601	Received	9/16/19	Open/Unresolved	
	Allegation regarding abuse of discretion and violation of a federal grant.					
21	Abuse	660321658401	Received	10/22/19	Open/Unresolved	
	Allegation of abuse related to a City department blocking a resident from calling any City extension.					
22	Fraud	634212740801	Received	10/28/19	Open/Unresolved	
	Allegation of fraud related to a City decision.					
23	Fraud	822383404901	Received	11/5/19	Open/Unresolved	
	Allegation of fraud perpetrated by a City employee.					
24	Abuse	437513586001	Received	11/17/19	Open/Unresolved	
	Allegation of abuse regarding performance reviews and raises at 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** below summarizes the status of the 67 active Fraud Hotline investigations conducted by the Departments during the second quarter of Fiscal Year 2020, 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	Fraud	125610382	Received	6/11/17	Substantiated	11/15/19
	An allegation regarding fraudulent contract and billing practices was referred to a department for additional investigation based on our preliminary findings on 9/12/18. The department's investigation confirmed our findings that the vendor charged the City prices in excess of those allowable under the terms of the contract. The City sent the vendor a request for refund.					
2	Theft of Goods/Services	923115514301	Received	2/12/19	Substantiated	10/16/19
	An allegation of personal use of the proceeds from the sale of recyclable materials at a City facility and receipt of gifts in exchange for City work was investigated and determined to be substantiated. The department held additional training for staff and stopped the improper practice.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
3	Safety and Sanitation	516786347601	Received	7/7/19	Substantiated	12/11/19
	An allegation regarding a safety concern relating to an employee's driving history was investigated and determined to be substantiated. The employee did not report a change in driver's license status as required. The department will ensure that verification procedures will be followed and has taken appropriate corrective action with respect to the employee and supervisor.					
4	Abuse	365313624301	Received	8/6/19	Substantiated	10/30/19
	An allegation of abuse related to a water meter problem that had not been resolved for several months was investigated and found to be substantiated. The department executed a billing adjustment.					
5	Abuse	899131203601	Received	9/13/19	Substantiated	10/30/19
	An allegation regarding illegal parking in a red zone by a City vehicle was investigated and found to be substantiated. The department created and distributed a new policy and took corrective action with respect to the identified employee. Non-emergency city vehicles are not allowed to park in red zones unless their work actively requires it.					
6	Abuse	474798225101	Received	9/22/19	Substantiated	10/30/19
	An allegation regarding a mother supervising her son was investigated and determined to be substantiated. The department took the appropriate corrective action with respect to the identified employee.					
7	Abuse	588961420601	Received	9/27/19	Substantiated	12/11/19
	An allegation of the personal use of a City vehicle was investigated and determined to be substantiated. The department took the appropriate corrective action with respect to the identified employee.					
8	Waste	970955349101	Received	11/8/19	Substantiated	12/11/19
	A report of an unresolved and previously-reported water leak on City property was investigated and determined to be substantiated. The leak was fixed.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
9	Theft of Time	287595925201	Received	3/21/19	Corrective Action	10/30/19
	An allegation of theft of time by a City employee was investigated and resulted in corrective action. The employee's supervisor was reminded to enforce work standards.					
10	Theft of Time	389994124101	Received	7/3/19	Corrective Action	10/16/19
	An allegation of timecard fraud was investigated and resulted in corrective action. The department took the appropriate corrective action with respect to the identified employee.					
11	Theft of Time	917464888801	Received	9/4/19	Corrective Action	10/16/19
	An allegation of theft of time was investigated and resulted in corrective action. Staff was reminded to adhere to defined break periods and observe common courtesy regarding noise and other workplace disruptions.					
12	Waste	431214879301	Received	9/4/19	Corrective Action	10/16/19
	An allegation of waste related to a printing configuration defaulting to single-sided print jobs was investigated and resulted in corrective action. Staff was informed that the printer setting is user-configurable and printouts should not be needed.					
13	Theft of Time	234290522201	Received	9/17/19	Corrective Action	11/13/19
	An allegation regarding theft of time was investigated and resulted in corrective action. No theft of time was found. A supervisor was reminded that speaking in a language other than English in the workplace could be a problem.					
14	Theft of Time	572215563701	Received	10/23/19	Corrective Action	11/13/19
	An allegation of payroll abuse and theft of time was investigated and resulted in corrective action. Staff was reminded about proper call-back overtime entries.					
15	Waste	759598717401	Received	11/8/19	Corrective Action	12/11/19
	An allegation of waste of electricity at a City facility was investigated and resulted in corrective action to replace a faulty light timer.					
16	Discrimination	447009850101	Received	6/21/19	Unsubstantiated	12/11/19
	An allegation regarding discrimination in promotions was investigated and determined to be unsubstantiated.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
17	Abuse	700851828701	Received	7/24/19	Unsubstantiated	10/16/19
	An allegation of bribe solicitations by supervisors was investigated and determined to be unsubstantiated.					
18	Abuse	635988433601	Received	8/5/19	Unsubstantiated	10/30/19
	An allegation of abuse of discretion by a DSD employee was investigated and determined to be unsubstantiated.					
19	Abuse	517166055301	Received	8/19/19	Unsubstantiated	10/2/19
	An allegation regarding transportation benefits abuse by a City employee was investigated and determined to be unsubstantiated.					
20	Abuse	468101300701	Received	9/2/19	Unsubstantiated	10/16/19
	An allegation regarding abuse of discretion resulting in an unfair hiring process was investigated and determined to be unsubstantiated.					
21	Abuse	208586272901	Received	9/2/19	Unsubstantiated	12/11/19
	An allegation regarding improper add-on pay awards was investigated and determined to be unsubstantiated.					
22	Safety and Sanitation	402839006101	Received	9/3/19	Unsubstantiated	10/16/19
	Allegation regarding dirty restroom facilities and plumbing problems was investigated and determined to be unsubstantiated based on the information provided.					
23	Abuse	834215158101	Received	9/4/19	Unsubstantiated	10/2/19
	An allegation of hiring abuse was investigated and determined to be unsubstantiated.					
24	Theft of Time	906091365101	Received	9/25/19	Unsubstantiated	12/11/19
	An allegation of theft of time was investigated and determined to be unsubstantiated.					
25	Abuse	481622824101	Received	10/15/19	Unsubstantiated	12/11/19
	An allegation of curb painting abuse in public lot by a City department was investigated and determined to be unsubstantiated.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
26	Fraud	334179580801	Received	10/28/19	Unsubstantiated	11/13/19
	An allegation of Long-Term Disability fraud was investigated and found to be unsubstantiated.					
27	Abuse	268468144501	Received	10/29/19	Unsubstantiated	11/13/19
	An allegation regarding an improper hiring process was investigated and determined to be unsubstantiated.					
28	Abuse	885005640401	Received	10/31/19	Unsubstantiated	12/11/19
	An allegation of unprofessional conduct by City employees was investigated and determined to be unsubstantiated.					
29	Abuse	543477176501	Received	8/8/19	No Further Action Necessary	10/16/19
	An allegation of abuse related to City construction contract awards was determined to be outside the scope of the Fraud Hotline because the vendor did not have a contract with the City.					
30	Theft of Goods/Services	606060892501	Received	1/5/19	Open/Unresolved	
	Allegation of unbilled water provided to a commercial customer.					
31	Discrimination	903742239301	Received	3/12/19	Open/Unresolved	
	Allegation of salary discrimination at a City department based on protected classes was referred to the Equal Employment Investigations Office.					
32	Theft of Time	485547780401	Received	5/3/19	Open/Unresolved	
	Allegation of theft of time.					
33	Employee Relations	835965463401	Received	5/30/19	Open/Unresolved	
	Allegation regarding unfair treatment by a manager.					
34	Waste	954076374701	Received	6/14/19	Open/Unresolved	
	Allegation regarding a Code violation resulting in waste.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
35	Theft of Time	256518286501	Received	7/3/19	Open/Unresolved	
	Allegation of leave abuse.					
36	Abuse	918609561601	Received	7/7/19	Open/Unresolved	
	Allegation of hiring abuse at a City department.					
37	Abuse	903047881001	Received	7/24/19	Open/Unresolved	
	Allegation of abuse and theft of time by employees visiting a beach on City time.					
38	Abuse	494061703601	Received	9/17/19	Open/Unresolved	
	Allegation regarding abuse related to an outside business activity on City time.					
39	Abuse	520225563601	Received	10/2/19	Open/Unresolved	
	Allegation regarding personal use of a City vehicle.					
40	Waste	833973894301	Received	10/10/19	Open/Unresolved	
	Allegation regarding waste of City resources related to equipment purchases.					
41	Abuse	506860171101	Received	10/14/19	Open/Unresolved	
	Allegation regarding hiring abuse.					
42	Abuse	499638669701	Received	10/15/19	Open/Unresolved	
	Allegation regarding hiring abuse.					
43	Abuse	691510573801	Received	10/21/19	Open/Unresolved	
	Allegation of unprofessional conduct by City employees.					
44	Discrimination	541919456001	Received	10/21/19	Open/Unresolved	
	Allegation of discrimination based on race at a City department.					
45	Abuse	454551170301	Received	10/22/19	Open/Unresolved	
	Allegation of personal use of City equipment.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
46	Abuse	786752906201	Received	10/22/19	Open/Unresolved	
	Allegation of personal use of a City vehicle.					
47	Abuse	494359043001	Received	10/25/19	Open/Unresolved	
	Allegation of cheating on a promotional examination.					
48	Safety and Sanitation	674907187101	Received	10/25/19	Open/Unresolved	
	Allegation of unsafe driving by a City employee in a City vehicle.					
49	Safety and Sanitation	401727445901	Received	10/28/19	Open/Unresolved	
	Allegation of improper traffic control plan.					
50	Abuse	313639630901	Received	11/6/19	Open/Unresolved	
	Allegation of unprofessional conduct by City employees.					
51	Abuse	239688013201	Received	11/17/19	Open/Unresolved	
	Allegation of abuse related to recycling bin sales in excess of inventory levels.					
52	Abuse	427473603801	Received	11/21/19	Open/Unresolved	
	Allegation of an unfair hiring process.					
53	Abuse	310849164201	Received	12/5/19	Open/Unresolved	
	Allegation of abuse regarding the improper destruction of public records.					
54	Abuse	457024775201	Received	12/5/19	Open/Unresolved	
	Allegation of abuse regarding a City contract.					
55	Fraud	879702454501	Received	12/9/19	Open/Unresolved	
	Allegation of fraud regarding a real estate transaction.					
56	Fraud	265475014301	Received	12/9/19	Open/Unresolved	
	Allegation regarding contract fraud by City employees.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
57	Abuse	258241078401	Received	12/10/19	Open/Unresolved	
	Allegation of abuse related to a hiring process.					
58	Waste	533771681001	Received	12/11/19	Open/Unresolved	
	Allegation of waste related to mailing costs.					
59	Abuse	664157805401	Received	12/11/19	Open/Unresolved	
	Allegation of hiring abuse and discrimination as a City department.					
60	Abuse	391546828801	Received	12/16/19	Open/Unresolved	
	Allegation of abuse related to multi-color paint crosswalks.					
61	Waste	727037457701	Received	12/18/19	Open/Unresolved	
	Allegation of waste due to administrative staff using City vehicles unnecessarily.					
62	Theft of Goods/Services	785834539601	Received	12/18/19	Open/Unresolved	
	Allegation regarding the personal use of the proceeds from the sale of recycled materials.					
63	Abuse	212209821801	Received	12/22/19	Open/Unresolved	
	Allegation of waste and abuse related to Get It Done app requests.					
64	Discrimination	878189978401	Received	12/27/19	Open/Unresolved	
	Allegation of discrimination based on race at a City department.					
65	Abuse	494942400601	Received	12/27/19	Open/Unresolved	
	Allegation of abuse of discretion regarding City records.					
66	Abuse	734424996401	Received	12/28/19	Open/Unresolved	
	Allegation of abuse related to City software configuration.					
67	Theft of Time	290017245001	Received	12/31/19	Open/Unresolved	
	Allegation of City staff leaving early on holidays since 2018.					



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**Not in Purview Reports Summary**

**Table 5**, below, summarizes the results of the 16 Fraud Hotline reports that were received during the second quarter of Fiscal Year 2020, 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	Abuse	617850856701	Received	8/15/19	No Further Action Necessary	10/16/19
An allegation of abuse of discretion in assignments by a manager lacked details. None were received within 30 days of our request for more information. Per our procedures, we closed the case.						
2	Abuse	452474457701	Received	9/30/19	No Further Action Necessary	10/16/19
An allegation regarding a City employee unable to schedule an appointment for services did not include permission to use the individual's name. No further action is possible.						
3	Fraud	233119116801	Received	10/9/19	No Further Action Necessary	10/14/19
An allegation regarding a private business was not in the purview of the City's Fraud Hotline. The reporter was referred to the appropriate government agency for possible investigation.						
4	Abuse	330036972001	Received	10/10/19	No Further Action Necessary	10/16/19
An allegation regarding leave abuse did not contain information in the purview of the Fraud Hotline. Existing City procedures should be pursued first.						
5	Abuse	786136268401	Received	10/15/19	No Further Action Necessary	10/16/19
An allegation of improper interdepartmental billing was resolved outside of the Fraud Hotline.						

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
6	Miscellaneous	558801900401	Received	10/22/19	No Further Action Necessary	10/22/19
	An allegation related to a non-City employee was referred to the appropriate government agency for review and possible investigation.					
7	Miscellaneous	418207987401	Received	10/28/19	No Further Action Necessary	10/28/19
	Duplicate of 494359043001.					
8	Abuse	545779955301	Received	10/28/19	No Further Action Necessary	10/28/19
	Duplicate of 494359043001.					
9	Miscellaneous	819810000901	Received	10/30/19	No Further Action Necessary	10/31/19
	An allegation regarding a non-City issue was not in the purview of the Fraud Hotline. The reporter was referred to the appropriate agency.					
10	Abuse	830157465401	Received	11/4/19	No Further Action Necessary	11/13/19
	An allegation regarding unfair hiring and pay at a City department was reviewed and closed with no further action necessary since the salary level was within the department's discretion to set. No reported issues were within the purview of the Fraud Hotline to investigate.					
11	Miscellaneous	397643644901	Received	11/4/19	No Further Action Necessary	11/5/19
	An allegation regarding an interpersonal relationship was not in the purview of the Fraud Hotline.					
12	Fraud	955973286001	Received	11/5/19	No Further Action Necessary	11/5/19
	Duplicate of 274748224401.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
13	Abuse	333793353401	Received	11/16/19	No Further Action Necessary	11/18/19
	Duplicate of 684357487601.					
14	Abuse	715052941101	Received	12/11/19	No Further Action Necessary	12/11/19
	An allegation of hiring abuse was reviewed by the Fraud Hotline Intake and Review committee and determined to be outside the purview of the Fraud Hotline.					
15	Miscellaneous	842602746001	Received	12/17/19	No Further Action Necessary	12/17/19
	An allegation regarding a private business was not in the purview of the City's Fraud Hotline. The reporter was notified.					
16	Fraud	218379645701	Received	12/20/19	No Further Action Necessary	12/20/19
	Allegation regarding an attempted fraud scheme was not in the purview of the City. The reporter was referred to the appropriate agency.					

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January 6, 2020

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### 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 Fiscal Year 2020, we have applied approximately 1,520 hours administering the Fraud Hotline, coordinating Intake and Review Committee activities, and investigating Fraud Hotline reports. A total of 2,820 hours was budgeted for the year.

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

Respectfully submitted,



Kyle Elser

Interim City Auditor

cc: Honorable Mayor Kevin Faulconer  
Honorable Members of the City Council  
Honorable Mara Elliott, City Attorney  
Kris Michell, Chief Operating Officer  
Ron Villa, Assistant Chief Operating Officer  
Andrea Tevlin, Independent Budget Analyst

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