

FRAUD AND MISCONDUCT HOTLINE PROGRAM ACTIVITY REPORT

RECOMMENDATION

That the November 30, 2023, Office of the City Auditor report OCA02194, be received for information.

Report Purpose

Information only.

Executive Summary

- This report presents the 2023 year-to-date activity of the City's Fraud and Misconduct Hotline, which is managed by the Office of the City Auditor.

REPORT

The Office of the City Auditor manages the City's Fraud and Misconduct Hotline. The Hotline allows employees¹ to provide anonymous reports of suspected fraud and misconduct through a third-party service. Employees also submit reports directly to the Office of the City Auditor or through their supervisors. We log these reports in the Hotline as well.

We decide whether the report can be investigated and by whom, depending on the available details and the nature of the reports. This means:

- If the report is of suspected fraud, we investigate it.
- If the report is about a workplace issue, we refer it to the City Manager to decide how to investigate it.
- If the report is about harassment and discrimination, we refer it to the City's Safe Disclosure Office.

To provide more timely information to Audit Committee, we have developed a fraud and misconduct hotline activity dashboard. This dashboard will provide nearly real-time information

¹ Members of the public can use 311 to report allegations of fraud and misconduct.

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on reporting and investigation activities. Below is a picture of the dashboard as at November 10, 2023. We will make the dashboard available on our public facing website early next year.

FRAUD AND MISCONDUCT HOTLINE ACTIVITY DASHBOARD (as at November 10, 2023)

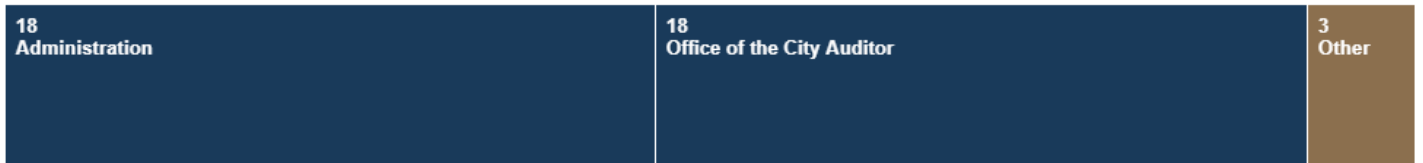
Number of Reports Received by Quarter



71% (39/55)

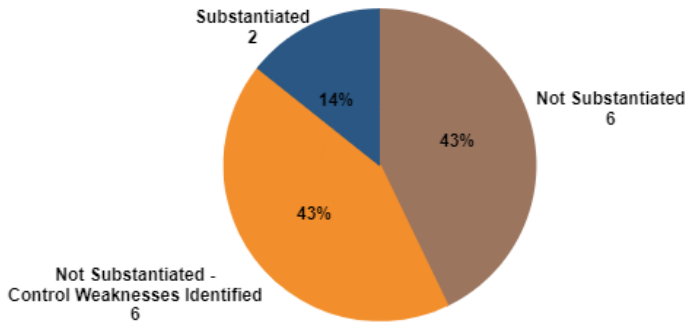
of the reports received have been investigated or are being investigated

Distribution of Investigations by Investigating Party



Other - These are reports we redirected to an investigating party other than Administration (e.g., the Office of the Integrity Commissioner). We will not receive or report on the outcomes of these investigations

Results of Investigations Completed by the Office of the City Auditor and Administration



Not Substantiated - Control Weaknesses Identified - The investigation did not substantiate the allegations, but did identify control weaknesses and made suggestions to the business areas to address them.

Number of Reports Substantiated or Not Substantiated but Control Weaknesses Identified by Category



Last updated: 11/10/2023 7:00:39 PM

We also report annually on the activities of the fraud and misconduct hotline. Our 2023 Annual Report will provide additional details on the substantiated investigations.

POLICY

Bylaw 12424, City Auditor Bylaw, Section 27 (2g) states that, "The City Auditor will provide the Audit Committee with periodic reports related to overall hotline activity."