

City Auditor's Quarterly Fraud Hotline Report

APRIL 2024

Fiscal Year 2024

Quarter 3

Andy Hanau, City Auditor

Matthew Helm, Assistant City Auditor

Danielle Knighten, Deputy City Auditor

Andy Horita, Senior Fraud Investigator

Gina Rouza, Fraud Investigator

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: April 30, 2024

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 3

Reports Received in the Third Quarter of Fiscal Year 2024

During the third quarter of Fiscal Year 2024 (January – March 2024), we received 73 Fraud Hotline reports. Of these reports, 7 were assigned to be investigated by the Office of the City Auditor and 26 were presented to the Intake and Review Committee to be referred to City Departments for investigation and resolution. We also found that 40 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.

April 30, 2024

Table 1:**Reports Received in Fiscal Year 2024**

City Auditor Investigations	Qtr 1	Qtr 2	Qtr 3
Abuse	9	4	5
Fraud	2	1	1
Waste	0	0	1
Subtotal OCA Investigations	11	5	7
City Department Investigations			
Abuse	6	19	15
Accounting/Audit Irregularities	0	1	0
Discrimination	1	0	0
Fraud	4	6	3
Policy Issues	2	0	0
Safety and Sanitation	4	2	6
Theft of Goods/Services	1	0	0
Waste	4	0	2
Subtotal Department Investigations	22	28	26
Total Reports Received in Purview of Fraud Hotline	33	33	33
Direct Referrals, Non-City Reports or Reports Not in Purview of Fraud Hotline	44	42	40
Total Reports Received in FY2024	77	75	73

Status of Hotline Reports

73 reports filed with the Fraud, Waste, and Abuse Hotline between January 1, 2024 and March 31, 2024

40 reports not in purview of OCA Fraud Hotline

33 new reports added to inventory in Q3 of FY2024:

7 reports assigned to be investigated by OCA

26 reports referred to City departments

In addition to the receipt of 33 new reports requiring investigation, 44 City-related reports remained open and unresolved at the end of the previous quarter, resulting in an active inventory of 77 reports during the third quarter of Fiscal Year 2024. **Table 2**, below, summarizes the Fraud Hotline activity for the third quarter of Fiscal Year 2024.

77 active reports in OCA inventory during Q3 of FY2024

41 reports remain open and unresolved

36 reports closed in Q3 of FY2024:

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

8 Department-investigated reports closed as substantiated

1 Department-investigated report closed based on corrective actions taken by City Management

22 Department-investigated reports closed as unsubstantiated or resolved 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 1/1/24	9	35	44	0	44
Received in 3 rd Quarter	7	26	33	40	73
Subtotal – Active Inventory	16	61	77	40	117
Reports Closed	-5	-31	-36	-40	-76
Substantiated	-0	-8	-8	-0	-8
Corrective Action	-0	-1	-1	-0	-1
Unsubstantiated/Other	-5	-22	-27	-40	-67
Unresolved on 3/31/24	11	30	41	0	41

City Auditor Investigations Summary

Table 3 summarizes the status of the 16 active City Auditor Fraud Hotline investigations during the third 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
Allegation/Outcome						
1	Abuse	964071251537	Received	7/11/23	Unsubstantiated	3/27/24
An allegation of abuse of discretion by a City department's management was investigated and determined to be unsubstantiated.						
2	Abuse	212600795294	Received	8/2/23	Unsubstantiated	2/21/24
An allegation of abuse of discretion related to historic building designations was investigated and determined to be unsubstantiated.						
3	Abuse	281424570233	Received	9/13/23	Unsubstantiated	3/20/24
Allegation of abuse of discretion in calculation of a lease payment was investigated and determined to be unsubstantiated.						
4	Fraud	816613050747	Received	11/21/23	Unsubstantiated	1/22/24
An allegation of fraud related to a City vendor's processing of recyclable materials was investigated and determined to be unsubstantiated.						
5	Abuse	963347224301	Received	9/22/21	No Further Action Necessary	2/21/24
An allegation that safety violations at a City building were not properly disclosed was investigated and we determined that the allegation can be closed with no further action necessary.						
6	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.						

April 30, 2024

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
7	Abuse	521799992995	Received	7/10/23	Open/Unresolved	
	Allegation of abuse of discretion regarding City funds.					
8	Abuse	132174759491	Received	10/16/23	Open/Unresolved	
	Allegation of abuse of City regulations.					
9	Abuse	423211955439	Received	12/31/23	Open/Unresolved	
	Allegation of abuse of discretion in a City department.					
10	Abuse	184845579203	Received	1/27/24	Open/Unresolved	
	Allegation of outside employment by a City employee.					
11	Fraud	798965002753	Received	1/31/24	Open/Unresolved	
	Allegation of fraud related to City documentation.					
12	Waste	801143658499	Received	2/21/24	Open/Unresolved	
	Allegation of waste in a City department.					
13	Abuse	212268713939	Received	3/18/24	Open/Unresolved	
	Allegation of abuse of discretion regarding City invoices.					
14	Abuse	528704199707	Received	3/19/24	Open/Unresolved	
	Allegation of abuse of discretion in a City department.					
15	Abuse	947410032863	Received	3/20/24	Open/Unresolved	
	Allegation of abuse of discretion in a City department.					
16	Abuse	666176042742	Received	3/26/24	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 below summarizes the status of the 61 active Fraud Hotline investigations conducted by the departments during the third 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	601902135801	Received	9/2/22	Substantiated	2/29/24
	An allegation of timecard abuse was investigated and determined to be substantiated. The department took appropriate corrective action with respect to the identified employees.					
2	Abuse	289677743301	Received	9/19/22	Substantiated	2/29/24
	An allegation of timecard abuse was investigated and determined to be substantiated. The department took appropriate corrective action with respect to the identified employee.					
3	Abuse	797411287813	Received	4/19/23	Substantiated	3/28/24
	Allegation of misuse of City property was investigated and determined to be substantiated. The department took appropriate corrective action with respect to the identified employee.					
4	Abuse	772140335364	Received	7/10/23	Substantiated	2/15/24
	An allegation of abuse of time by a City employee was investigated and determined to be substantiated. The department took the appropriate corrective action with respect to the identified employee.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
5	Theft of Goods/Services	390421477491	Received	8/17/23	Substantiated	1/18/24
	An allegation of unauthorized use of City equipment and time for personal gain by a City employee was investigated and determined to be substantiated. The department took appropriate corrective action with respect to the identified employee.					
6	Accounting/Audit	907363634688	Received	11/3/23	Substantiated	1/17/24
	An allegation of incorrect invoice processing in a City department was investigated and determined to be substantiated in some instances. The department took corrective action to update procedures, ensure that staff are trained, and monitor compliance.					
7	Safety and Sanitation	974241178880	Received	1/12/24	Substantiated	3/14/24
	Allegation of unsafe driving in a City vehicle was investigated and determined to be substantiated. The department took corrective action to address safe driving by the identified employee.					
8	Abuse	431562982197	Received	1/14/24	Substantiated	3/29/24
	An allegation of abuse of discretion regarding a lease violation was investigated and determined to be substantiated. The department took corrective action to address the violation.					
9	Abuse	119829557183	Received	8/28/23	Corrective Action	1/18/24
	An allegation of discrimination by a supervisor in a City department was investigated and determined to be unsubstantiated. However, the department took corrective action to provide additional training related to communication with staff.					
10	Abuse	821356227757	Received	7/3/23	Unsubstantiated	3/14/24
	An allegation of timecard abuse by City employees was investigated and determined to be unsubstantiated.					
11	Waste	302191035499	Received	8/23/23	Unsubstantiated	2/15/24
	An allegation of waste related to unoccupied police patrol vehicles apparently being used to deter traffic violations was investigated and determined to be unsubstantiated.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
12	Fraud	169849729405	Received	10/27/23	Unsubstantiated	1/3/24
	An allegation of workers' compensation fraud by a City employee was investigated and determined to be unsubstantiated.					
13	Abuse	247169577190	Received	11/14/23	Unsubstantiated	2/14/24
	An allegation of abuse of discretion regarding a public comment period at a public meeting subject to the Brown Act was investigated and determined to be unsubstantiated.					
14	Abuse	109587715926	Received	11/15/23	Unsubstantiated	2/14/24
	An allegation of abuse of discretion in a City department was investigated and determined to be unsubstantiated.					
15	Abuse	784927651358	Received	11/16/23	Unsubstantiated	2/14/24
	An allegation of abuse of discretion regarding City property was investigated and determined to be unsubstantiated.					
16	Fraud	761687930400	Received	11/28/23	Unsubstantiated	3/13/24
	An allegation of fraudulent activity by a City employee was investigated and determined to be unsubstantiated.					
17	Abuse	998623147496	Received	11/30/23	Unsubstantiated	1/3/24
	An allegation of abuse of discretion in a City department was investigated and determined to be unsubstantiated.					
18	Abuse	899298987877	Received	12/2/23	Unsubstantiated	1/31/24
	An allegation of abuse of discretion in a City department was investigated and determined to be unsubstantiated.					
19	Abuse	449694285287	Received	12/4/23	Unsubstantiated	1/31/24
	An allegation of abuse of discretion by City management was investigated and determined to be unsubstantiated.					

April 30, 2024

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
20	Abuse	345646506310	Received	12/6/23	Unsubstantiated	3/28/24
	An allegation of abuse of discretion regarding employee pay was investigated and determined to be unsubstantiated.					
21	Abuse	983012427566	Received	12/15/23	Unsubstantiated	2/28/24
	An allegation of abuse of discretion and nepotism in a City department was investigated and determined to be unsubstantiated.					
22	Fraud	812119442990	Received	12/18/23	Unsubstantiated	1/3/24
	An allegation of workers' compensation fraud by a City employee was investigated and determined to be unsubstantiated.					
23	Abuse	325456336008	Received	12/18/23	Unsubstantiated	2/28/24
	An allegation of abuse of discretion and favoritism in a City department was investigated and determined to be unsubstantiated.					
24	Abuse	110705804317	Received	12/23/23	Unsubstantiated	2/29/24
	An allegation of abuse of discretion by a City employee was investigated and determined to be unsubstantiated.					
25	Abuse	699894234518	Received	12/26/23	Unsubstantiated	3/14/24
	An allegation of abuse of time by a City employee was investigated and determined to be unsubstantiated.					
26	Abuse	904199384093	Received	1/8/24	Unsubstantiated	1/31/24
	An allegation of abuse of discretion in a City department was investigated and determined to be unsubstantiated.					
27	Abuse	130960695167	Received	1/17/24	Unsubstantiated	2/15/24
	An allegation of an employee sleeping on duty was investigated and determined to be unsubstantiated.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
28	Abuse	237445472195	Received	11/14/23	No Further Action Necessary	1/14/24
	An allegation of abuse of discretion by management in a department was reviewed by the Fraud Hotline Intake and Review committee. Additional questions were posted for the anonymous reporter because the allegation was vague and incomplete. No response to our questions were received in over 30 days. Per our procedures, the report was closed with no further action necessary.					
29	Abuse	232109645211	Received	1/15/24	No Further Action Necessary	2/26/24
	An allegation of abuse of discretion by City management lacked details. Additional questions were posted and no response was received in 30 days. Per our procedures, the report was closed with no further action necessary.					
30	Abuse	640800345907	Received	2/22/24	No Further Action Necessary	3/22/24
	An allegation of abuse of discretion by City management lacked sufficient detail to permit an investigation. Per our procedures, questions were posted, but no response was received from the reporter within 30 days and the case was closed.					
31	Fraud	328984683460	Received	2/23/24	No Further Action Necessary	3/14/24
	An allegation of fraud at a San Diego business was reviewed by a City department. Although the business was not regulated by the City, the information was referred to the appropriate government agency for review and possible investigation.					
32	Fraud	684620272421	Received	2/22/23	Open/Unresolved	
	Allegation of fraud related to a customer issue with a City department.					
33	Abuse	292963769190	Received	5/10/23	Open/Unresolved	
	Allegation of overtime abuse by a City employee.					
34	Abuse	769711341036	Received	5/22/23	Open/Unresolved	
	Allegation of abuse of discretion in a City department.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
35	Fraud	111612255554	Received	7/17/23	Open/Unresolved	
	Allegation of workers' compensation fraud by a City employee.					
36	Fraud	409631192465	Received	8/16/23	Open/Unresolved	
	Allegation of workers' compensation fraud by a City employee.					
37	Fraud	236536210956	Received	10/2/23	Open/Unresolved	
	Allegation of workers' compensation fraud by a City employee.					
38	Fraud	272626311814	Received	10/7/23	Open/Unresolved	
	Allegation of workers' compensation fraud, substance abuse, and threats by a City employee.					
39	Abuse	395975931765	Received	11/13/23	Open/Unresolved	
	Allegation of abuse of discretion by a City contractor.					
40	Abuse	543747035655	Received	11/21/23	Open/Unresolved	
	Allegation of timecard abuse.					
41	Abuse	103468552152	Received	12/11/23	Open/Unresolved	
	Allegation of misuse of a City vehicle.					
42	Abuse	415089865875	Received	12/19/23	Open/Unresolved	
	Allegation of abuse of time by a City employee.					
43	Safety and Sanitation	476507025730	Received	1/7/24	Open/Unresolved	
	Allegation of a security issue at a City department.					
44	Safety and Sanitation	534088757707	Received	1/8/24	Open/Unresolved	
	Allegation of unsafe driving in a City vehicle.					
45	Fraud	786099877837	Received	1/8/24	Open/Unresolved	
	Allegation of workers' compensation fraud.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
46	Abuse	903866679463	Received	1/15/24	Open/Unresolved	
	Allegation of abuse of discretion in a City department.					
47	Abuse	739277107424	Received	1/19/24	Open/Unresolved	
	Allegation of abuse of discretion regarding a water bill.					
48	Abuse	307169599658	Received	1/28/24	Open/Unresolved	
	Allegation of abuse of discretion by a City employee.					
49	Abuse	273566669676	Received	2/14/24	Open/Unresolved	
	Allegation of abuse of discretion at a City department.					
50	Abuse	554112967447	Received	2/16/24	Open/Unresolved	
	Allegation of conduct unbecoming by a City employee.					
51	Fraud	132569115536	Received	2/22/24	Open/Unresolved	
	Allegation of workers' compensation fraud by a City employee.					
52	Safety and Sanitation	439840236703	Received	3/1/24	Open/Unresolved	
	Allegation of unsafe driving in a City vehicle.					
53	Safety and Sanitation	821372599620	Received	3/6/24	Open/Unresolved	
	Allegation of unsafe driving in a City vehicle.					
54	Abuse	839705465611	Received	3/9/24	Open/Unresolved	
	Allegation of abuse of discretion by a City contractor.					
55	Abuse	983229620852	Received	3/17/24	Open/Unresolved	
	Allegation of abuse of leave time by a City employee.					
56	Waste	992337757651	Received	3/19/24	Open/Unresolved	
	Allegation of waste in a City department.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
57	Waste	405496084914	Received	3/19/24	Open/Unresolved	
Allegation of waste in a City department.						
58	Abuse	689009398651	Received	3/21/24	Open/Unresolved	
Allegation of an unfair hiring process at a City department.						
59	Abuse	479765744773	Received	3/25/24	Open/Unresolved	
Allegation of timecard abuse by a City employee.						
60	Safety and Sanitation	109540081769	Received	3/26/24	Open/Unresolved	
Allegation of unsafe driving in a City vehicle.						
61	Abuse	605515381918	Received	3/27/24	Open/Unresolved	
Allegation of abuse of time by a City employee.						

April 30, 2024

Not in Purview Reports Summary

Table 5, below, summarizes the results of the 40 Fraud Hotline reports that were received during the third 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	Fraud	716874800557	Received	1/2/24	No Further Action Necessary	1/3/24
	An allegation of identity theft was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
2	Fraud	158716475877	Received	1/2/24	No Further Action Necessary	1/2/24
	An allegation of a non-City issue was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
3	Fraud	308269705853	Received	1/8/24	No Further Action Necessary	1/9/24
	An allegation of fraudulent business practices was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
4	Customer Relations	785961632928	Received	1/9/24	No Further Action Necessary	2/26/24
	An allegation of a customer service issue in a City Department lacked details. Additional questions were sent to the reporter and no response was received and the case was closed.					

April 30, 2024

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
5	Fraud	463033189219	Received	1/9/24	No Further Action Necessary	1/9/24
	An allegation of credit card fraud was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
6	Fraud	910146636826	Received	1/11/24	No Further Action Necessary	1/11/24
	A non-City issue was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
7	Safety and Sanitation	924290689243	Received	1/11/24	No Further Action Necessary	1/16/24
	An allegation of unsafe driving by an unidentified vehicle was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified and the case was closed.					
8	Theft of Goods/Services	118486607402	Received	1/11/24	No Further Action Necessary	1/16/24
	An allegation of theft of personal property was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
9	Fraud	978595647720	Received	1/12/24	No Further Action Necessary	1/16/24
	An allegation of a non-City issue was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
10	Abuse	347909879360	Received	1/17/24	No Further Action Necessary	1/17/24
	An allegation regarding improper use of City email was reviewed by the Fraud Hotline Intake and Review committee and determined to be outside the purview of the Fraud Hotline. No policy violation was identified.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
11	Miscellaneous	114619063724	Received	1/17/24	No Further Action Necessary	1/17/24
	A partial report was abandoned.					
12	Miscellaneous	663625452632	Received	1/22/24	No Further Action Necessary	1/22/24
	An allegation of a non-City issue was reviewed and determined to be outside the purview of the City's Fraud Hotline. It was referred to the appropriate agency and the case was closed.					
13	Miscellaneous	693363045655	Received	1/22/24	No Further Action Necessary	1/22/24
	A partial report was abandoned.					
14	Miscellaneous	427288628624	Received	1/25/24	No Further Action Necessary	1/29/24
	An allegation of mismanagement issues at a non-City location was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of appropriate resources and the case was closed.					
15	Fraud	974425822219	Received	1/28/24	No Further Action Necessary	1/29/24
	An allegation of identity theft was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
16	Abuse	244869012866	Received	1/31/24	No Further Action Necessary	3/26/24
	An allegation of abuse of discretion at a City department was reviewed and was determined to be not in the purview of the Fraud Hotline.					
17	Miscellaneous	305994833813	Received	2/2/24	No Further Action Necessary	2/2/24
	An allegation of a non-City issue was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
18	Safety and Sanitation	688925341264	Received	2/6/24	No Further Action Necessary	2/6/24
An allegation of unsafe driving did not involve a City vehicle. Attempts to identify the vehicle owner were unsuccessful.						
19	Miscellaneous	329575179857	Received	2/6/24	No Further Action Necessary	2/6/24
A partial report was abandoned.						
20	Abuse	588260714512	Received	2/12/24	No Further Action Necessary	3/13/24
An allegation of abuse of discretion at a City department lacked details. Additional questions were sent to the reporter, no response was received within 30 days and the case was closed.						
21	Abuse	968063521967	Received	2/12/24	No Further Action Necessary	3/1/24
An allegation of abuse of discretion in a hiring process for a non-City agency was not within the purview of the Fraud Hotline. The reporter was notified of the appropriate agency after additional information was obtained and the report was closed.						
22	Abuse	273081185589	Received	2/13/24	No Further Action Necessary	2/14/24
An allegation of abuse of discretion at a City department was reviewed by the Fraud Hotline Intake and Review committee and determined to be outside the purview of the Fraud Hotline. Per our procedures, the report was closed.						
23	Miscellaneous	723105246513	Received	2/14/24	No Further Action Necessary	2/15/24
An allegation of potential internet scam was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified and the case was closed.						

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
24	Fraud	169164480697	Received	2/19/24	No Further Action Necessary	2/20/24
	An allegation of identity theft was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
25	Fraud	515547861852	Received	2/20/24	No Further Action Necessary	2/21/24
	An allegation of identity theft was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
26	Safety and Sanitation	500285805383	Received	2/21/24	No Further Action Necessary	2/22/24
	An allegation of a code violation in another city was reviewed and was determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
27	Miscellaneous	705884107298	Received	2/26/24	No Further Action Necessary	2/27/24
	Duplicate of 500285805383					
28	Miscellaneous	179621311795	Received	2/26/24	No Further Action Necessary	2/26/24
	A partial report was abandoned.					
29	Miscellaneous	524111963847	Received	2/26/24	No Further Action Necessary	2/26/24
	A partial report was abandoned.					
30	Abuse	989503665551	Received	2/28/24	No Further Action Necessary	3/14/24
	An allegation of abuse of discretion in a City department was reviewed by the Fraud Hotline Intake and Review committee and determined to be outside the purview of the Fraud Hotline. No policy violation was identified.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
31	Abuse	678969447995	Received	3/5/24	No Further Action Necessary	3/13/24
	A report of an interpersonal conflict between City employees was reviewed by the Fraud Hotline Intake and Review committee and determined to be outside the purview of the Fraud Hotline. Per our procedures, the report was closed with no further action necessary.					
32	Fraud	313617630723	Received	3/6/24	No Further Action Necessary	3/7/24
	An allegation of fraud by a non-City entity was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the report was closed.					
33	Fraud	815300230666	Received	3/8/24	No Further Action Necessary	3/11/24
	An allegation of identity theft was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
34	Miscellaneous	606508034455	Received	3/11/24	No Further Action Necessary	3/11/24
	An allegation of a non-City issue was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified and the case was closed.					
35	Miscellaneous	196297051755	Received	3/12/24	No Further Action Necessary	3/12/24
	A partial report was abandoned.					
36	Policy Issues	551462443257	Received	3/15/24	No Further Action Necessary	3/27/24
	An allegation of misconduct in a City department was reviewed by the Fraud Hotline Intake and Review committee and determined to be outside the purview of the Fraud Hotline because it did not involve a policy violation.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
37	Fraud	618073156224	Received	3/22/24	No Further Action Necessary	3/25/24
	An allegation of an identity theft scam was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
38	Fraud	184133322744	Received	3/22/24	No Further Action Necessary	3/25/24
	An allegation of a non-City issue was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
39	Fraud	971468568263	Received	3/26/24	No Further Action Necessary	3/27/24
	An allegation of a non-City issue was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
40	Miscellaneous	532618915256	Received	3/26/24	No Further Action Necessary	3/26/24
	A partial report was abandoned.					

April 30, 2024

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 3 of Fiscal Year 2024, we applied approximately 2,325 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
