



# **Ethics Hotline Statistics**

## **Fiscal years 2017-2019**

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**Internal Auditing  
June 2019**

## City of Tulsa Hotline Administration and Process

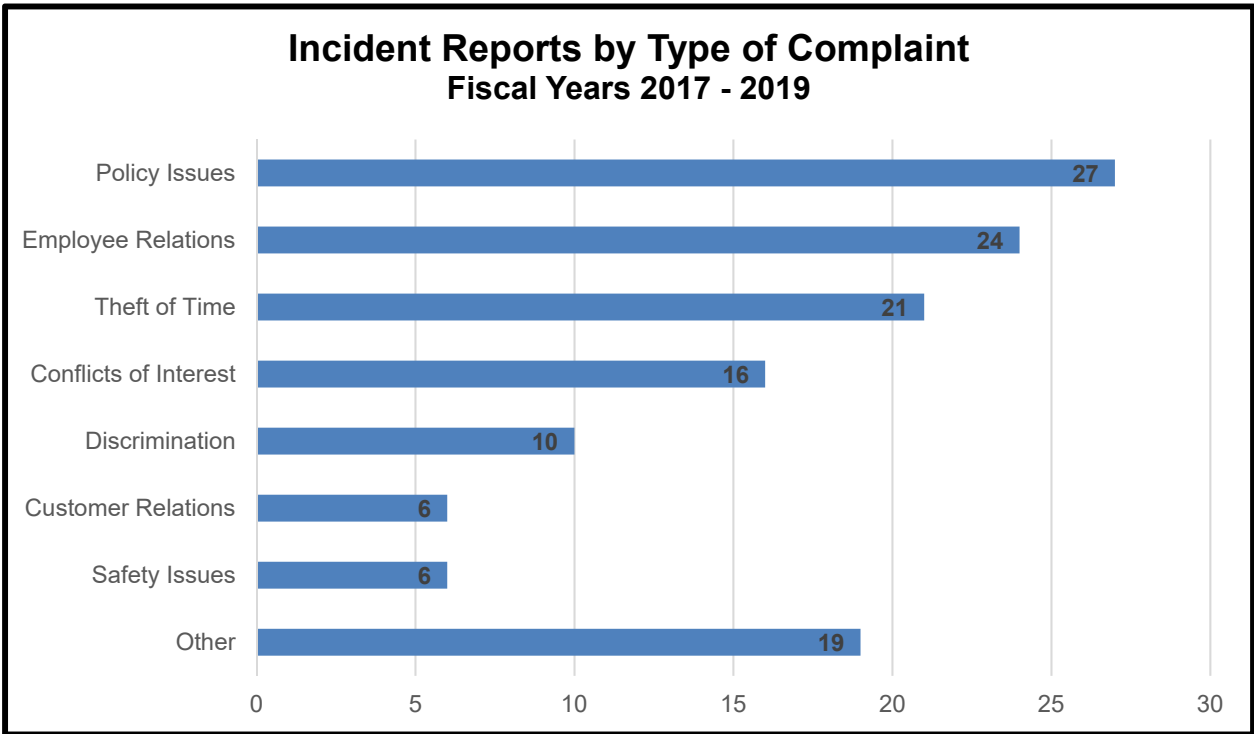
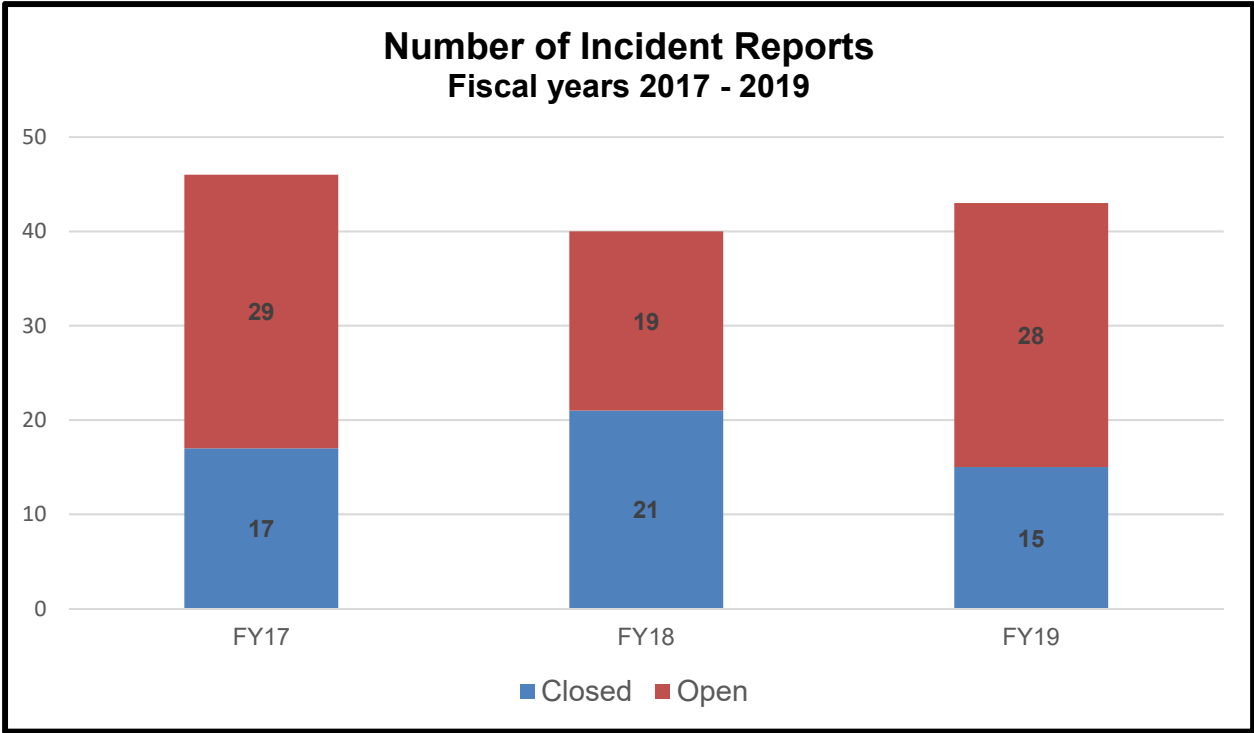
Internal Auditing administers the ethics hotline using an independent, outside hotline service provider. The services include:

- 24/7 call centers receiving reports through a toll-free telephone number, email and the internet, using a technology assisted interview process.
- Callers can elect to remain anonymous. Callers are given a report identification number that allows them to check on the status of their complaint or add information to their report.
- Call-back capability allows the City to post questions to be asked callers by the hotline service provider. The City uses the call-back capability when a caller chooses to remain anonymous or does not provide contact information.
- The hotline service includes incident reports and a web-based case management system. Incident reports are sent by email within one business day, usually within four hours.
- Escalation procedures are in place to send reports within 15 minutes for calls involving imminent threats of violence, harm to persons or loss of assets.
- The City’s case managers have access to view and update case information.

## Incident Report Distribution and Investigation

Tulsa’s ordinances include Title 12, Chapter 6 (“the Ethics Ordinance”). A section in the Ethics Ordinance describes requirements for ethics investigations. Although the ethics hotline is separate from the Ethics Ordinance; Internal Auditing transmits hotline reports for investigation following the framework established in the Ethics Ordinance, as follows.

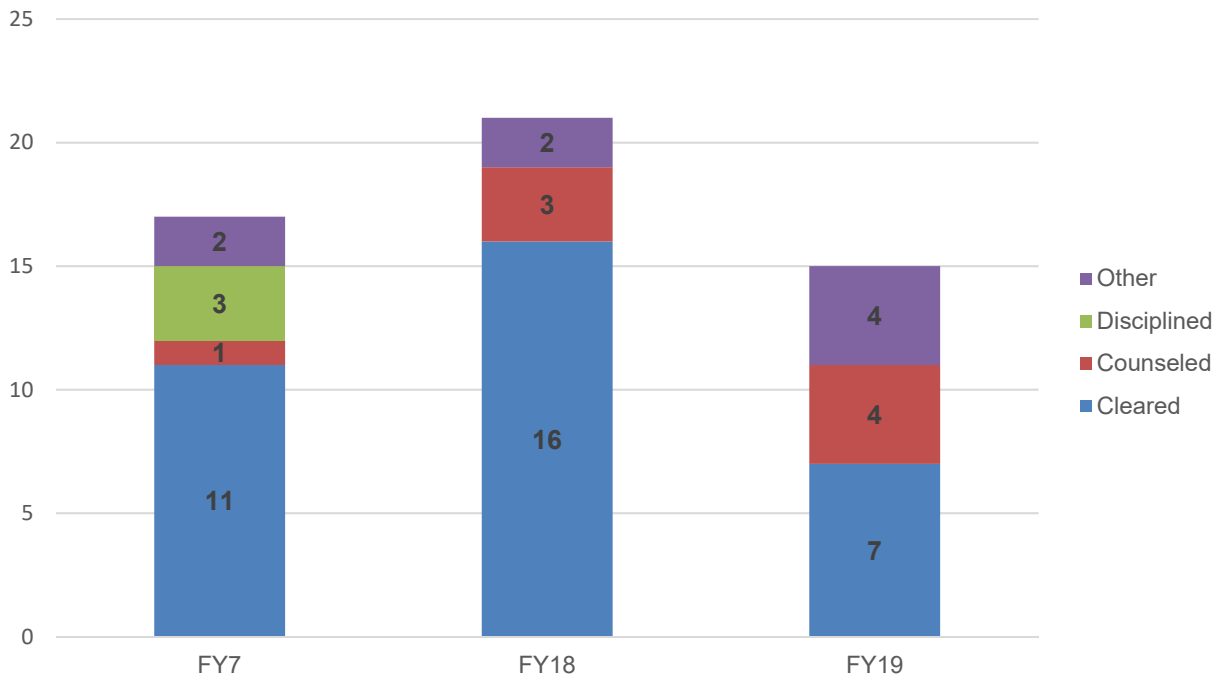
Reported party	Investigated by	Note
Mayor	City Auditor	
City Councilors or Council staff	City Council	
City Auditor	City Council	
Employees (except for Human Resources Department staff)	Mayor or designee, Human Resources Director	
Human Resources Department staff	Mayor or designee	Ethics reports are sent to Mayor’s Office so Human Resources Department does not investigate complaints on their own staff.
Trustees and Authority, Board and Commission members	Mayor or designee	



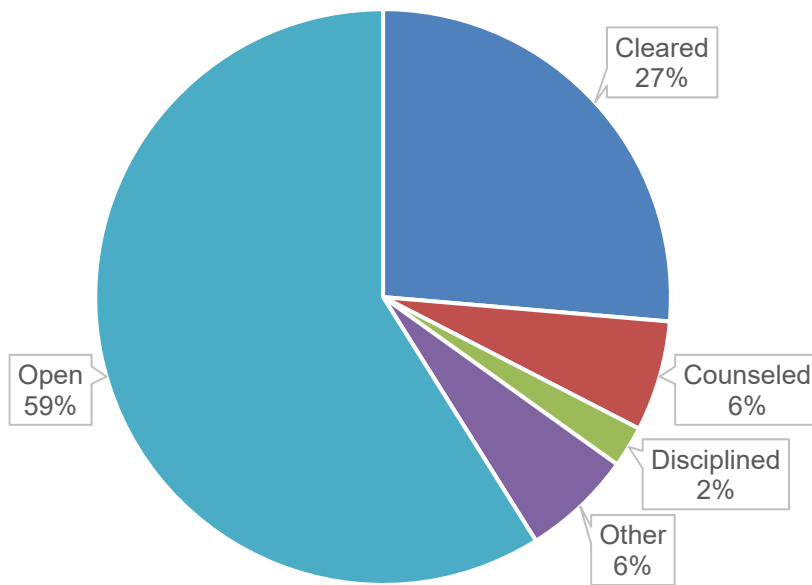
**Note:**

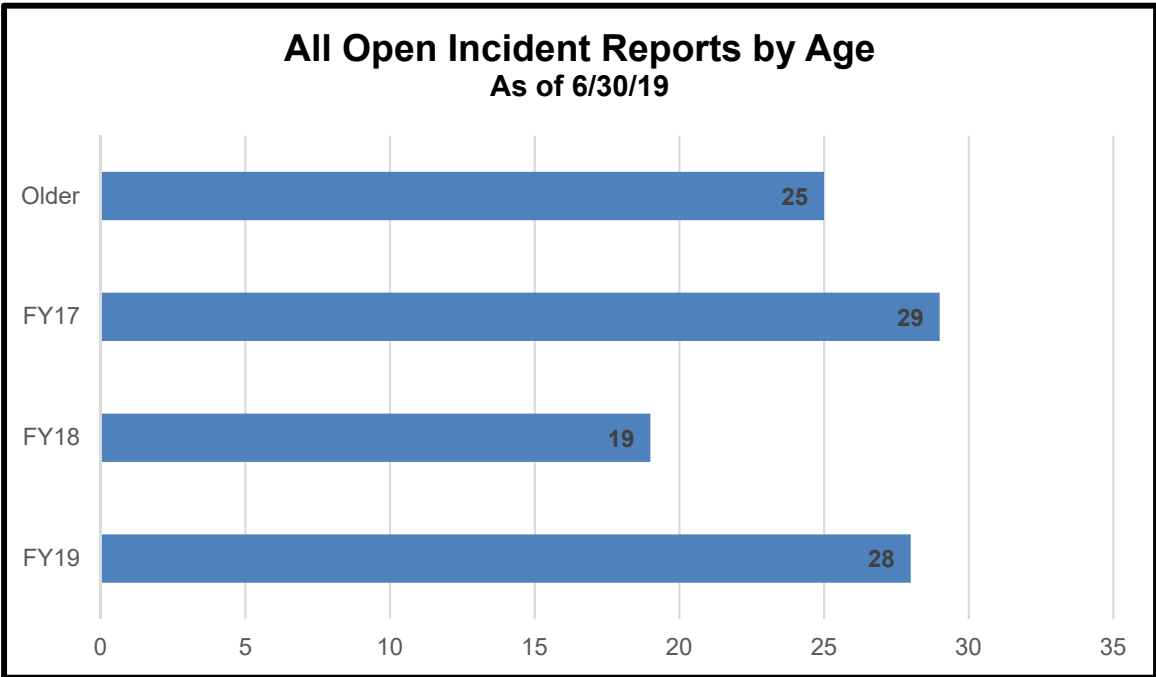
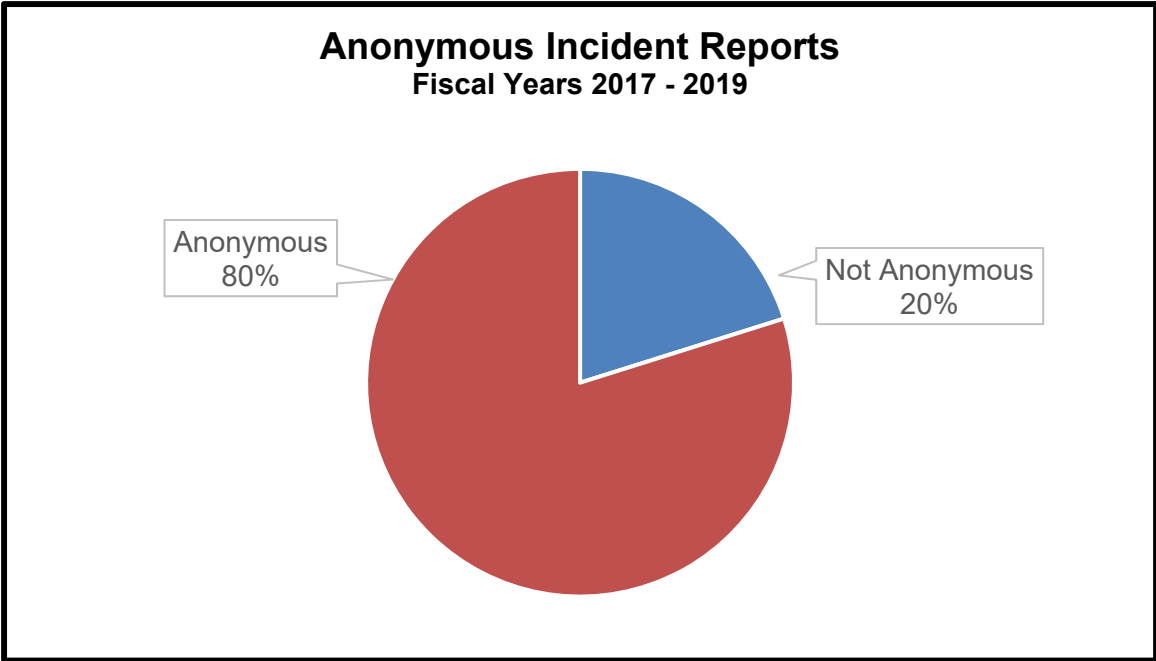
The person making the complaint to the hotline determines the incident type.

### Resolution of Closed Investigations Fiscal Years 2017 - 2019



### Status of All Incident Reports Fiscal Years 2017 - 2019





**Note:**

Open Incident reports date from April 11, 2012 to June 26, 2019.

Incident Reports stay open in the case management system until Internal Auditing is notified the investigation is complete. Older Incident Reports may have been investigated but notification was not received by Internal Auditing.