



Ethics Hotline Statistics

Fiscal years 2018-2020

**Office of the City Auditor
June 2020**

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Fiscal years 2018-2020

City of Tulsa Hotline Administration and Process

The Office of the City Auditor administers the ethics hotline using an independent, outside hotline service provider. The services include:

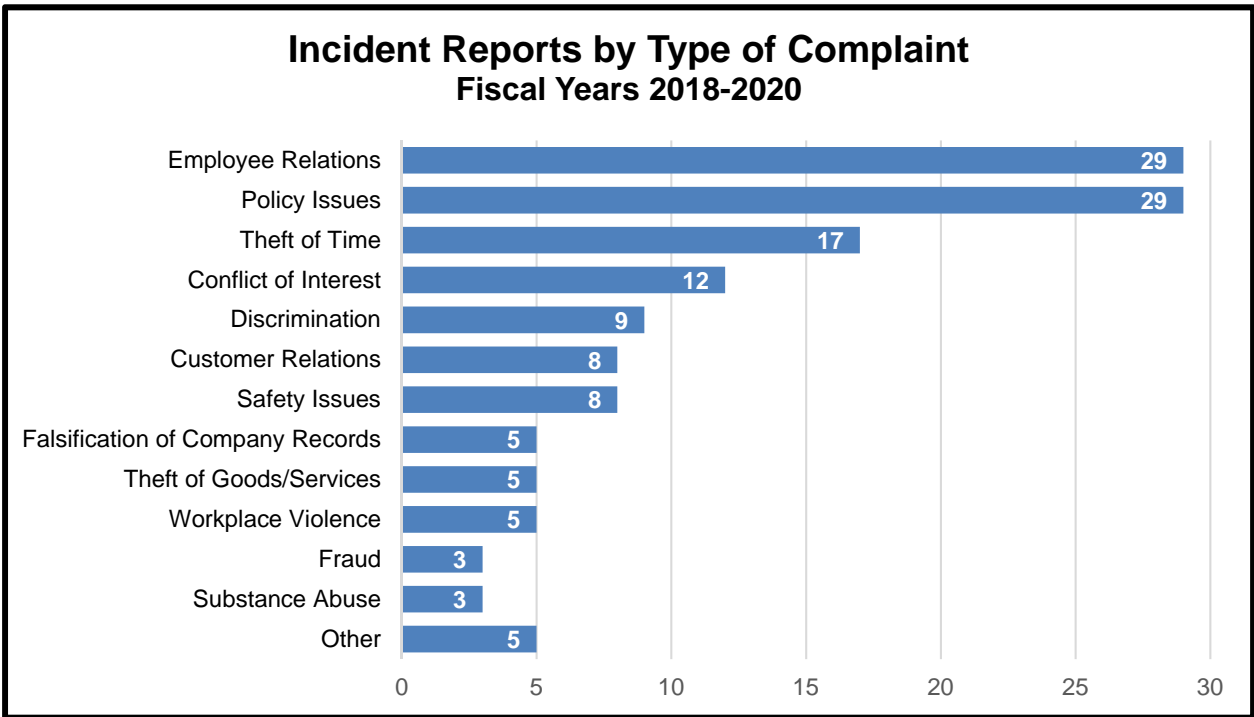
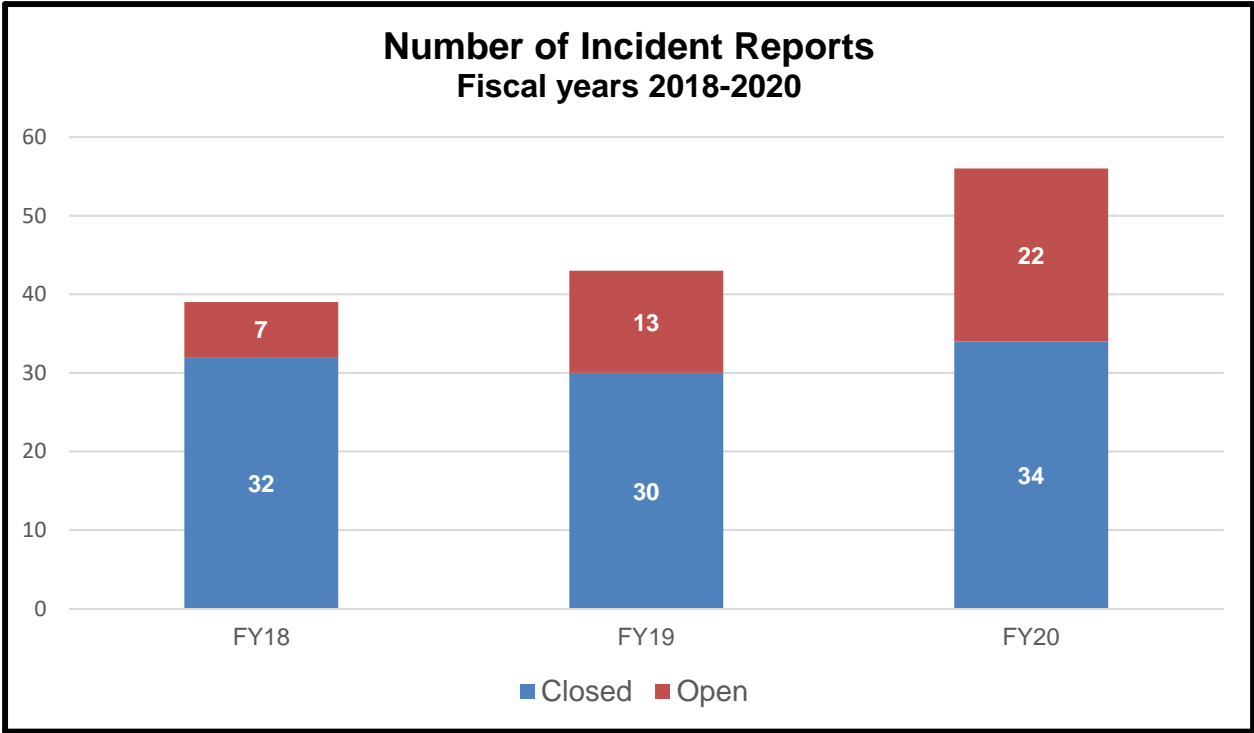
- 24/7 call centers receive reports through a toll-free telephone number, email and the internet.
- Callers can elect to remain anonymous.
- Incident reports are sent by email to designated individuals on the day they are received. Escalation procedures are in place to send reports within 15 minutes for calls involving imminent threats of violence, harm to persons or loss of assets.
- The hotline service includes a web-based case management system. The City's case managers have access to the case management system to view reports and update case information.
- Follow-up capability allows case managers to post questions or comments for the caller.

Incident Report Distribution and Investigation

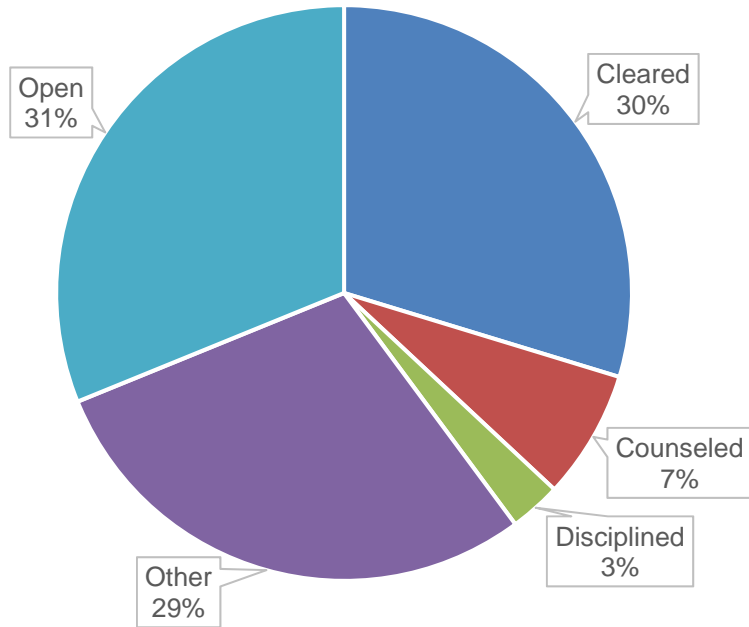
Tulsa's ordinances include Title 12, Chapter 6 ("Ethics Ordinance"). A section in the Ethics Ordinance describes requirements for ethics investigations. Although the ethics hotline is separate from the Ethics Ordinance; hotline report investigation follows the same framework.

Reported party	Investigated by
Mayor	City Auditor
City Councilors or Council staff	City Council
City Auditor	City Council
Trustees and Authority, Board and Commission members	Mayor or designee
Employees*	Mayor or designee*

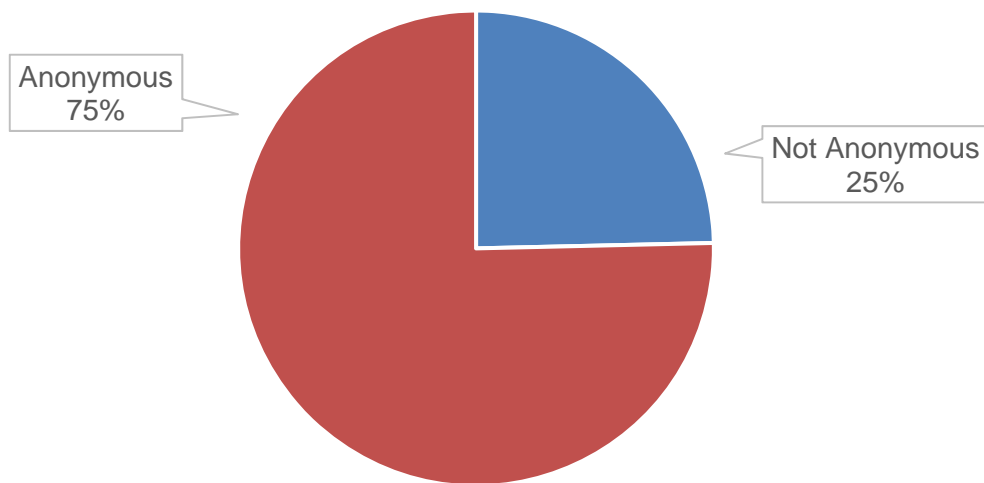
*Mayor Bynum has designated the Human Resources Director to investigate reports on employees, unless the report is on Human Resources Staff. When this occurs, the reports are investigated by the Deputy Mayor.

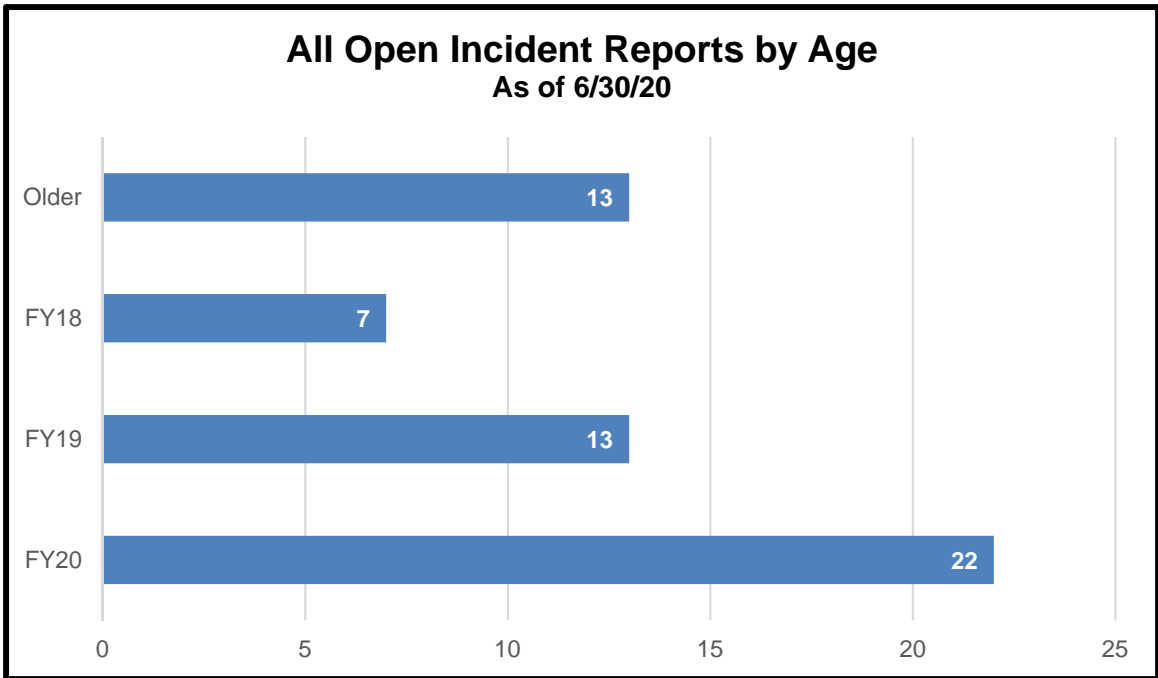


Status of All Incident Reports Fiscal Years 2018-2020



Anonymous Incident Reports Fiscal Years 2018-2020





Open Incident reports date from August 12, 2015 to June 26, 2020. Audit and Human Resources staff are working to research old cases, post any updates and close them. Our efforts allowed us to close 67 legacy cases in June 2020.