

888-299-5460

www.metroaccountability.org

Need to raise a red flag ?

If you have a concern, call or visit the Metro Accountability Hotline – a confidential way to report misconduct, waste or misuse of public resources.

Office of the Metro Auditor
600 NE Grand Ave.
Portland, OR 97232
503-797-1892

The Metro Accountability Hotline gives employees and citizens an avenue to report misconduct, waste or misuse of resources in any Metro or Metropolitan Exposition Recreation Commission (MERC) facility or department. Reports may be made confidentially online at: www.metroaccountability.org or by calling 888-299-5460.

The Accountability Hotline is administered by the Metro Auditor's Office. All reports are taken seriously and responded to in a timely manner. The Auditor contracts with a hotline vendor, EthicsPoint, to provide and maintain the reporting system. Your report will serve the public interest and assist Metro in meeting high standards of public accountability.

What is the Accountability Hotline?

It is a comprehensive and confidential reporting tool to assist management and employees in working together to address waste, misuse of resources and misconduct in the workplace, all while cultivating a positive work environment.

I am not sure what I have observed or heard is a violation of a Metro policy or involves unethical conduct, but it just does not look right to me. What should I do?

File a report. Our vendor can help you prepare and file your report so it can be properly understood. We would rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked because you weren't sure.

Why should I report what I know? What's in it for me?

We all have the right to work in a positive environment and with that right comes the responsibility of acting in an ethical manner and letting the appropriate people know

if someone is not acting appropriately. By working together, we can maintain a healthy and productive environment.

I am aware of some individuals involved with unethical conduct, but it doesn't affect me. Why should I bother reporting it?

Metro chooses to promote ethical behavior. All unethical conduct, at any level, ultimately hurts Metro and all employees, including you. So if you know of any incidents of misconduct or ethical violations, consider it your duty to yourself and your coworkers to report it.

If I see a violation, shouldn't I just report it to my manager, security, or human resources and let them deal with it?

You certainly can, but there are several good reasons why you could use the accountability hotline as well. First, it ensures that your report gets to the appropriate people. That may or may not happen if you simply report something to your manager, especially when dealing with issues not under his/her control. More importantly, reports using the hotline



*For information about Metro ethics,
please refer to Executive Order
No. 66 “Code of Ethics”*

can be filed anonymously and all report information is secure and held in the strictest confidence.

May I report using either the Internet or the telephone?

Yes. By giving you choices, the Accountability Hotline helps ensure that employees can file a report anonymously and in the manner most comfortable or convenient to them.

Why do we need a system like this?

We believe that our employees are our most important asset. By creating open channels of communication, we can promote a positive work environment and maximize productivity. An effective reporting system can be a useful tool in reducing losses due to waste and misuse of resources.

Does management really want me to report?

We certainly do. In fact, we need you to report. You know what is going on at Metro—both good and bad. You may have initial knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on Metro and its people. Also, offering positive input may help identify issues that can improve Metro’s culture and performance.

It is my understanding that any report I send from a Metro computer generates a server log that shows every web site that my computer connects with. Won’t this log identify me as a report originator?

Our vendor, EthicsPoint, does not generate or maintain any internal connection logs with IP addresses. Furthermore, Metro removed EthicsPoint and Metro Accountability Hotline URL’s from the list of web sites that are tracked, so no information can be linked to your computer.

Can I file a report from home and still remain anonymous?

A report from home, a neighbor’s computer, or any Internet portal will remain secure and anonymous. An Internet portal never identifies a visitor by screen name and the EthicsPoint system strips away Internet addresses so that anonymity is totally maintained. Plus, EthicsPoint is contractually committed to Metro to not pursue a reporter’s identity.

What happens after I make my report?

The appropriate individual will conduct a thorough investigation.

Will I be interviewed? It’s possible that the investigator will have follow up questions for you. You can still maintain anonymity through the hotline, or you could choose to meet in person with the investigator.

Will I be notified about the outcome of the investigation? You will receive notification that the investigation has been completed, but you will not receive specific information related to the findings or actions.

I am concerned that the information I provide will ultimately reveal my identity.

How can you assure me that will not happen? The system is designed to protect your anonymity. However, you as a reporting party need to ensure that the body of the report does not reveal your identity by accident, for example, “From my cube next to Jan Smith...” or “In my 33 years...”

Isn’t this system just an example of someone watching over me? The reporting system concentrates on being a positive aspect of our overall philosophy, and allows us to ensure a safe, secure and ethical workplace. You are encouraged to seek guidance on ethical dilemmas, provide positive suggestions or communicate a concern. Effective communication is critical in today’s workplace and this is a great tool to enhance that communication.

What if I want to be identified with my report? There is a section in the report for identifying yourself, if you wish.

Where do these reports go? Who can access them? Reports are entered directly on the vendor’s secure server to prevent any possible breach in security. Our system makes these reports available only to specific individuals within Metro who are charged with evaluating the type of violation and location of the incident. Each of these report recipients has had training in keeping these reports in the utmost confidence.

What if my boss or other managers are involved in a violation? Won’t they get the report and start a cover-up? The reporting system and report distribution are designed so that implicated parties are not notified or granted access to reports they have been named in.

What if I remember something important about the incident after I filed the report?

Or what if Metro has further questions for me concerning my report? Whether you file a report at the web site or through the call center, you receive a unique user name and are asked to choose a password. You can return to the reporting system again either by Internet or telephone and access the original report to answer questions posed by a Metro representative and add further information that will help resolve open issues. We strongly suggest that you return to the site in the time specified to answer questions. You and Metro now have entered into an “anonymous dialogue” where situations are not only identified but can be resolved, no matter how complex.

Are these follow-ups on reports as secure as the first one? All correspondence is held in the same strict confidence as the initial report, continuing under the umbrella of anonymity.

Can I still file a report if I don’t have access to the Internet?

You can file a report from any computer that can access the Internet. You can file from home. Many public locations, including the public library, have Internet computers. If you don’t have access or are uncomfortable using a computer, you may call toll-free 888-299-5460 which is available 24 hours a day, 365 days a year.

Is the toll-free telephone line confidential and anonymous too?

Yes. You will be asked to provide the same information that you would provide in an Internet-based report and an interviewer will type your responses into the accountability hotline web site. These reports have the same security and confidentiality measures applied to them by the vendor.

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