

# Accountability Hotline Summary

The Accountability Hotline gives employees and the public a way to report waste, inefficiency or abuse of resources. The Metro Auditor administers the Accountability Hotline in consultation with upper management and the human resources director. Cases may be handled by human resources personnel if there is the possibility disciplinary action may occur. In some cases, upper management will assign an investigation to a department director if the report involves a service or program in their department. The Auditor reserves the right to conduct an audit on any report received.

Fifty-four reports were received in FY 2014-15; more than in any other year. About one-half of the reports were related to the Oregon Zoo. There is a wide variety in the nature of the reports in terms of specificity and issues identified. As a result, they cannot be categorized or summarized easily. Forty-six of the reports were successfully investigated. The other eight reports were not related to Metro’s jurisdiction or inadequate information was provided to successfully investigate.

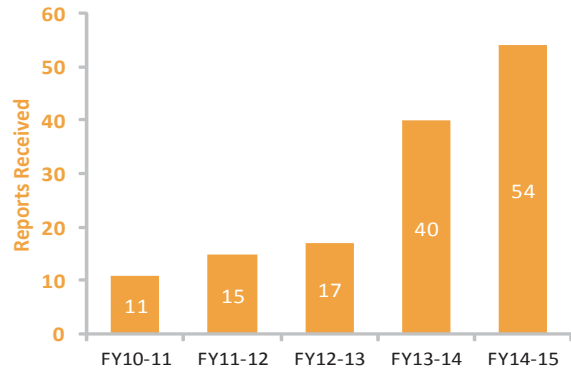
In 23 of the investigated cases, the information was confirmed and in 20 cases the information was unfounded. In three cases, the information was inaccurate. The most frequent action taken in response to a report was to relay information to the person reporting the concern to explain why the incident occurred. In 16 of the cases, some level of personnel action was taken. This year, two audits were initiated as a result of a report to the Accountability Hotline.

## Reports Received

FY 2010-11 to FY 2014-15

The number of Accountability Hotline cases received has increased each of the last five years. In FY 2014-15, a total of 54 reports were received. That was the highest number ever received.

Monitoring the workload associated with the hotline will continue to be a priority this year. One strategy to address the volume of reports is to initiate audits that address common themes from the reports received. Some of the topics on this year’s audit schedule are based on that strategy.



## Average Days to Close

FY 2010-11 to FY 2014-15

According to best practices, cases should be resolved in 30 days or less to be responsive to the person reporting. This standard has been met in four of the last five years.

