

Ethics Hotline Report for Calendar Year 2019

The City of Kansas City, Missouri has an Ethics Hotline, which provides employees and residents a way to anonymously report suspected abuse and wrongdoing by elected officials, members of appointed boards and commissions, City employees, contract employees, vendors, bidders and anyone doing business with the City.

Ethics Hotline calls are received by a City-contracted vendor on the East coast. The company sends an email to the City's Ethics Compliance Officer each time the Ethics Hotline is called. Callers can choose to leave their name or the calls can be anonymous. The hotline number is 800-340-3132.

- New calls/reports to the hotline in 2019: 126
- Hotline calls that were not City issues and were referred to outside agencies (i.e. Police, HUD): 27
- Calls that were substantiated or partially substantiated: 25
- Calls that were unsubstantiated: 41
- Calls where the investigation is still open (as of January 31, 2020): 4
- Calls where the outcome was undetermined: 8
- EEO calls referred to Human Resources for handling: 9
- Calls with insufficient information provided and no callback information: 3

Types and Numbers of New City-Related Hotline Calls Received in 2019 (126 calls-27-9-3= 87)

<u>Types of New Calls 2019</u>	<u># Calls</u>	<u>Substantiated</u>	<u>Unsubstantiated</u>	<u>Undetermined</u>	<u>Asking for Advice</u>	<u>Need Information</u>	<u>Case Still Open</u>
General Concern	26	6	15	1	1	2	1
Workplace Conduct	11	5	5		1		
Other	10	3	4	1	1		1
Time Abuse	8	4	3	1			
Conflict of Interest	8		6	1		1	
Safety	4	1		2	1		
Residency	3	1	2				
Customer Relations	2	1			1		
Environmental Concern	2	2					
Harassment	2			1			1
Request for Guidance	2				1		1
Retaliation	2		2				
Threats & Physical Violence	2	1		1			
Alcohol & Drug Abuse	1		1				
Discrimination	1		1				
Falsification of Documents	1		1				
Fraud	1		1				
Proprietary Information	1	1					
	87	25	41	8	6	3	4

2019 Hotline Calls by Department

Department	# Calls	Substantiated	Unsubstantiated	Undetermined	Asking for Advice	Need Information	Case Still Open
Aviation	14	3	10			1	
City Manager	4		3		1		
City Planning	3	1	2				
Conventions	1		1				
Finance	3		3				
Fire	5		3	2			
General Services	1		1				
Health	2	1			1		
Human Relations	1						1
Human Resources	3		1		2		
Law	2		2				
Mayor/Council	5	3	1			1	
Neighborhoods	19	7	8	2		1	1
Parks	1	1					
Public Works	4	1	1	1	1		
Water	19	8	5	3	1		2
	87	25	41	8	6	3	4

New Ethics Hotline calls received in the last four years:

