

# Ethics Hotline Report for Calendar Year 2020

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 2020: 145
- Calls that were not City issues (i.e. Police, other governments): 36
- Calls that were referred to 311 or should have been reported to 311: 27
- Calls that were EEO or personnel issues handled outside the hotline: 31
- Calls that were substantiated or partially substantiated: 6
- Calls that were unsubstantiated: 30
- Calls where the investigation is still open (as of April 30, 2021): 1
- Calls where the outcome was undetermined: 1
- Calls with insufficient information provided and no callback information: 8

## New City-Related Ethics Hotline Calls Received in 2020 (145 calls-36-27-31= 51)

<u>Types of New Calls 2020</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	6	1	3		1		1
Workplace Conduct	6	3	2		1		
Other	9		5	1	1	2	
Conflict of Interest	3		3				
Safety	6	2	2		1	1	
Residency	1		1				
Customer Relations	4		2			2	
Environmental Concern	2		1			1	
Harassment	1		1				
Request for Guidance	2		1		1		
Theft Previously Committed	2		2				
Threats & Physical Violence	1		1				
Discrimination	3		2			1	
Falsification of Documents	2		2				
Fraud	2		1			1	
Accusation against Council Member	1		1				
	51	6	30	1	5	8	1

## 2020 Hotline Calls by Department

<u>Department</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>
Aviation	3	2					1
City Manager	7		4		3		
City Planning	5		2			3	
Conventions	0						
Finance	2		1	1			
Fire	3		3				
General Services	0						
Health	5	1	4				
Human Relations	2					2	
Human Resources	1		1				
Law	1		1				
Mayor/Council	5		4			1	
Municipal Court	1		1				
Neighborhoods	10	2	6		1	1	
Parks	0						
Public Works	2	1			1		
Water	4		3			1	
	<b>51</b>	<b>6</b>	<b>30</b>	<b>1</b>	<b>5</b>	<b>8</b>	<b>1</b>

### New Ethics Hotline calls received in the last five years:

