



MEMORANDUM

Office of the City Manager – Internal Audit

DATE: 07/24/2014

TO: SCOTT BARBER, CITY MANAGER
BELINDA GRAHAM, ASSISTANT CITY MANAGER
DEANNA LORSON, ASSISTANT CITY MANAGER

FROM: CHERYL JOHANNES, INTERNAL AUDIT MANAGER

RE: FRAUD HOTLINE SUMMARY REPORT ~ FISCAL YEAR 2013/14

The Internal Audit Division of the City Manager's Office administers the City's Fraud HOTLINE program. The primary objective of the Fraud HOTLINE is to provide a means for a City of Riverside employee or citizen to confidentially report any activity or conduct related to or involving City personnel, resources or operations, for which he/she suspect instances of fraud, waste or abuse.

Complaints/allegations may be submitted via a dedicated phone number (951-826-2232) or via the Internet at <http://www.riversideca.gov/transparency/fraud/> or <http://www.riversideca.gov/audit/fraud-form.aspx> Complainants can choose to remain anonymous. Complaints can also be submitted directly to the Internal Audit Manager.

Internal Audit is dedicated to investing the staffing resources necessary to investigate and follow-up on all reported claims of material fraud, waste and abuse related to City employees and/or City operations. The table below summarizes the complaints and allegations received during the fiscal year 2013/14.¹

If you have any questions, please do not hesitate in contacting me directly.

Respectfully,

Cheryl
X5688

¹ We have omitted the numerous phone complaints/allegations received during the fiscal year related to potential credit card identity theft or complaints that do not provide enough information for follow-up or are unrelated to City-government employees and departments.

**FY 2013/2014
Fraud HOTLINE SUMMARY**

General Description of Complaint	Outcome/Status
Allegation that street sweeping/code enforcement not ticketing parked cars on sweep days. Address: 13389 Norwich Dr.	Forwarded to PW/Parking Citations. Residents at address have handicap placards. No action taken.
Allegation person using stolen credit cards.	Forwarded to RPD/Greer. Officer and detective contacted complainant and took report. Investigation by RPD.
Allegation business being conducted without proper permits and business license.	Forwarded to Business Tax for follow-up. Business was listed under a different name. No action taken.
Allegation by employee of unjustified job termination. Complainant alleges HR did not reply to emails, etc.	Forwarded to HR Director for follow-up. HR reviewed matter; employee was rehired.
Allegation Special Transit bus picking up riders damaged a parked vehicle – Raincross Apts.	Forwarded to PRCSO Assistant Director for follow-up. A police report was filed. City paid the insurance claim. Case closed.
Complaint regarding unprofessional conduct by Animal Shelter employee.	Forwarded to PW/Animal Services. They contacted the County Animal Shelter and advised them of the allegations/complaints. No further action taken by the City.
Complaint regarding conduct of Animal Control Officer and outstanding citation.	Forwarded to PW/Animal Services. Clarification of dog owners and reissuance of citation satisfactorily resolved the issue with the complainant.
Allegation a City vehicle being driven recklessly on the freeway. License plate #1221004 provided.	License plate was identified as belonging to Riverside County. Forwarded complaint to RivCo agency. Advised complainant not a City vehicle.

<p>Allegations that shop owner was dumping used car oil into City drains. Allegation shop owner does not have a City Business license.</p>	<p>Searched Business License database; business does have active license. Forwarded complaint to PW/Code Enforcement for follow-up by environmental compliance inspector. PW advised us that the business may be pouring oil into an interceptor. PW will confirm.</p>
<p>Allegation employee conducting email fraud with City email address.</p>	<p>Forwarded to IT; employee's email had been hacked into and misused. IT to investigate possible source.</p>
<p>Complaint and allegations of illegal activity at residence on/around Jones & Gould.</p>	<p>Forwarded to RPD/Greer. RPD detective followed-up/investigated.</p>
<p>Allegation that RPD did not respond timely to an emergency call to 911. Complainant allegedly contacted 911 twice before response.</p>	<p>Forwarded to RPD/Blakely and Greer. Was advised that RPD also directly recvd. the complaint and was handling it through the RPD Formal Complaint process via Internal Affairs.</p>
<p>Complaint that shopping cart "stolen/destroyed" on several occasions by City staff. Received two complaints online and one in person by the complainant.</p>	<p>Per Code Enforcement, this complaint is related to the Shelter-resistant Homeless Task Force operations that take place weekly with RPD, Code and PW/Refuse. All personal items are removed from the shopping carts per protocol for the disposition of abandoned property in the right-of-way. Personally escorted complainant to Code Enforcement to discuss with CE manager.</p>

<p>Allegation staff at Arlington Heights Park are closing the park gates early nightly; lights on fields turned off while players still on the field.</p>	<p>Forwarded to PRCSA Assistant Director. Alleged incidents were investigated and confirmed. Staff has been instructed to not close the gates until the posted time. Unpermitted groups on fields are being asked to exit the fields at dusk.</p>
<p>Allegation two police officers searched home without a warrant on May 13, 2014 at approx. 10:45am. (No name/address provided).</p>	<p>Forwarded to RPD/Greer. Captain Carpenter to follow-up.</p>
<p>Allegation that complainant was "subject to abuse" by two police officers (officers names were provided) on April 13, 2014.</p>	<p>Forwarded to RPD/Greer. Greer to follow-up/contact the complainant (name and phone number were provided).</p>
<p>Various complaints in May/June timeframe that a "PU employee" was conducting a "scam" regarding a meter change-out and requesting direct payment to avoid disruption of service.</p>	<p>Contacted RPD and PU. They are aware of this phone "scam". RPD contacted one of the complainants who provided phone numbers and detailed information to assist RPD in their investigation. Complainants were also informed of the warning notice of this "scam" posted on the City's website.</p>