



Ethics Hotline Report For three fiscal years 2021-2023

Administration and Process

Internal Auditing administers the ethics hotline using an independent, outside hotline service provider. The services include:

- 24/7 call centers receiving reports through a toll-free telephone number, email and the internet.
- Callers can elect to remain anonymous.
- The hotline service emails incident reports to designated parties at the City.
- Escalation procedures are in place for sending calls reporting imminent threats of violence, harm to persons or loss of assets.
- The hotline service includes a web-based case management system. The City's case managers have access to view and update case information.
- Case managers can post questions and follow-up information for the caller to see and respond to. The hotline notifies caller when a post is made to their case.

Incident Report Distribution and Investigation

Tulsa's ordinances include Title 12, Chapter 6 ("the Ethics Ordinance"). A section in the Ethics Ordinance describes requirements for ethics investigations. Although the ethics hotline is separate from the Ethics Ordinance; the City Auditor's Office transmits hotline reports for investigation following the framework established in the Ethics Ordinance, as follows.

Reported party	Investigated by
Mayor	City Auditor
City Councilors or Council staff	City Council
City Auditor	City Council
Employees (except for Human Resources Department staff)	Mayor or designee, Human Resources Director
Human Resources Department staff	Mayor or designee
Trustees and Authority, Board and Commission members	Mayor or designee

Ethics Hotline Statistics

For three fiscal years 2021-2023

