

AC Copy\_2023 City Auditor's Fraud Hotline Summary Chart of Cases Closed

#	Days Case was Open	Allegation Submitted	Allegation Summary (Original)	Tip Type	Action Taken	Action Taken	Result	Result	# of Corrective Actions
1	>90	Allegation that a City employee violated a condition of employment by not maintaining a valid drivers license.	Anonymous complainant alleges a City Health Department employee is driving to and from work on a suspended license. Allegation also alleges the City employee drinks and does drugs during City hours.	Violations or Abuse of City Policy	Conducted an Investigation	Allegation Memo sent to Health	Allegation - Founded	Employee placed on suspension for failure to keep an active drivers license. Employee resigned prior to investigation.	1
2	>90	Allegation that a City employee misused City resources for personal gain.	Allegation that a City Police Department employee is selling merchandise with the City's logo, during work hours and is using City resources to create the merchandise.	Misuse of City Property or Information	Conducted an Investigation	Allegation Memo sent to PD, employee was on leave extending investigation	Allegation - Founded	Employee received a letter of reprimand. Found to have used city resources. Department has established protocol for selling merchandise with department logo that require approval from Chief to be sold to employees only.	1
3	>90	Allegation that a City vendor wrongfully denied an application for the City's Emergency Rental Assistance Program.	Yardi has been unresponsive to applicants' questions regarding application documents and denial of an application for rent relief (ERAP).	Violations or Abuse of City Policy	Conducted an Investigation	Info Request sent to Development Services	Allegation - Unfounded	Communication log provided showing proof of communication to applicant	
4	>90	Allegation that an application to the City's Emergency Rental Assistance Program was approved with false information.	Tenant submitted a fraudulent request for rental assistance by creating a fake email for the landlord. ERAP	Violations or Abuse of City Policy	Conducted an Investigation	Info Request sent to Development Services	Allegation - Unfounded	Application was flagged and not approved by Department	
5	>90	Allegation that a property management company improperly collected payment from the City's Emergency Rental Assistance Program.	Brokerage firm inappropriately collecting rental assistance funds from the City. They received a check from tenant for April rent and received rent relief from the City for the same month. ERAP	Violations or Abuse of City Policy	Conducted an Investigation	Phone call with Margaret to inquiry regarding application. Received rent ledgers	Allegation - Unfounded	Tenant's check was applied towards past due balance and rent relief was applied fully to remaining past due and approved future rents	
6	>90	Allegation that a City department wrongfully denied an application for the City's Emergency Rental Assistance Program.	Complaint that the Department denied an applicant for rent relief after approving the applicant in the past. ERAP (David Lake)	Violations or Abuse of City Policy	Conducted an Investigation	Info Request sent to Development Services. Hard copy documents received. Phone call with Margaret to confirm final decision	Allegation - Unfounded	Applicant was approved once but after information showed he was no the owner of the unit seeking relief	
7	>90	Allegation that a City employee committed payroll fraud by working another job while on leave of absence from the City.	Allegation that a Fire employee is committing payroll fraud and working another employment while on authorized extended leave.	City Payroll Fraud	Conducted an Investigation	Info Request sent to the Fire Department and held a TEAMS call with Fire AO	Allegation - Unfounded	Fire dept. provided verification of leave approval at the department level and HR confirmed final sign off.	
8	>90	Allegation that a City employee improperly reported hours worked on their timecards.	Allegation that Harbor employees are misreporting their time, coming in late and leaving early.	City Payroll Fraud	Conducted an Investigation	Allegation Memo sent to Harbor	Allegation - Unfounded	The badge swipes provided to us were for a JCI employee. The employee alleged was interviewed and his badge swipes were reviewed that did not substantiate the allegations	
9	>90	Complaint that a resident acted in an unprofessional manner while serving on a non-City board.	Allegation resident and commission board member was acting in misconduct.	Not in Purview of City Auditor's Fraud Hotline	Not Actionable	Reviewed LB Transit Meeting Minutes	N/A*	Individual never actually served on the board and was taken off the heading of the agendas.	
10	>90	Allegation that City golf courses were deliberately unavailable for use.	Complaint about insufficient tee time availability.	Violations or Abuse of City Policy	Conducted an Investigation	Review of tee time policies and schedules	Allegation - Unfounded	No policy violation was found	
11	>90	Allegation that a City department is not being responsive to calls for services due to their contracts with other cities.	Allegation that the Long Beach Kennel is over capacity leading to poor animal care and the <b>City is unresponsive due to having other contracts with nearby cities.</b>	Waste or Abuse of City Resources	Conducted an Investigation	Contacted ACS for information regarding response calls/activity	Allegation - Unfounded	Calls are responded to based on level of emergency not by jurisdiction. Data showed significantly more calls made and answered in Long Beach	
12	>90	Allegation that a City employee is misusing a City laptop for personal use.	Allegation that City employee is misusing City resources for personal use.	Misuse of City Property or Information	Conducted an Investigation	Allegation Memo sent to PW.	Allegation - Founded	Employee retired a few months before. Department was going to conduct a training on code of conduct and ethics between Jan-Feb 2025, and print employee handbooks for bureaus with field staff by Jan 2025	2
13	>90	Allegation that a City department violated City policy by hiring a current employee's immediate family member.	Allegation that a city department has hired their family members and friends.	Conflict of Interest	Conducted an Investigation	Allegation Memo sent to HR and Health	Allegation - Unfounded	No policy violation was found, relative was hired through a paneled interview and the reporting structure did not involve the family member who was already an employee	
14	>90	Allegation that a City employee used City supplies for personal use.	Allegation that Bureau manager, Hurley Owens, is using City resources for personal benefit at home and is in violation of City Policy for sharing confidential employee information to other staff.	Misuse of City Property or Information	Conducted an Investigation	2 Allegation Memos sent to PRM. (1) Misuse of Materials and (2) Sharing of Confidential Information	Allegation - Unfounded Control Weakness Founded	(1) Department recognized a control weakness in tracking inventory and is waiting for a City system update to utilize inventory tracking functions (2) unfounded	1
15	>90	Allegation that a non-profit organization that has an agreement with the City has not filed the proper documentation to maintain a 501(c)(3) status.	Complainant is concerned about the appointment of a Queen Mary overseer, citing failure to perform adequate work in the appointee's past and questioning the legitimacy of the Queen Mary Heritage Foundation.	Violations or Abuse of City Policy	Conducted an Investigation	Research conducted	Allegation - Unfounded	Press releases, business license standing, and information on Foundation's website were consistent and did not substantiate allegation	
16	>90	Allegation that City services are not being performed because a City department is not properly monitoring work performed.	Allegation that City Department is mismanaging job orders for ADA violations, infrastructure hazards, graffiti, overgrown weeds and that tree trimming funds are not being properly monitored or recorded with City Council offices.	Violations or Abuse of City Policy	Conducted an Investigation	Called Department regarding Tree Trimming and ADA and Infrastructure Hazards	Allegation - Unfounded Control Weakness Founded	Tree Trimming: Fund information was not up to date. New system/process to streamline approval and record keeping Infrastructure Hazards: Backlog, budget approval for additional team members, currently using excel to track work completed, will upgrade as new team begins	2
17	>90	Allegation that a City employee misused a City vehicle for personal use.	Allegation that a Bureau Manager (Marc Wright) is abusing their power, showing favoritism, and another City employee is conducting personal activities during business hours (going to Costco, using a City vehicle to run errands).	Misuse of City Property or Information	Conducted an Investigation	Research conducted (p-card review, vehicle gps, reimbursement) No Response Requested sent to HR regarding favoritism and work environment	Allegation - Unfounded	Referred to City Department as NRR	
18	>90	Complaint regarding unfair treatment by a non-City employer, insufficient information provided by complainant.	A complainant alleges improper treatment by an employer	Not in Purview of City Auditor's Fraud Hotline	Not Actionable	Insufficient Information provided	N/A*		
19	>90	Allegation that a City employee (PW) is not performing their duties while telecommuting.	Allegation that City employee is untrained and not performing her work responsibilities while telecommuting.	Violations or Abuse of City Policy	Conducted an Investigation	Allegation Memo sent to PW	Allegation - Unfounded	Employee no longer with PW, "supervisor did not experience the alleged behavior"	
20	>90	Allegation that two City employees are misusing City laptops for personal use.	Allegation that two City employees regularly use City devices to access personal social media accounts and entertainment during working hours.	Misuse of City Property or Information	Conducted an Investigation	Allegation Memo sent to Health Department	Allegation - Founded	Employee and supervisor were provided with a letter of counseling. The Department noted that they will conduct a more recent investigation to ensure that the misconduct has not continued.	1
21	>90	Complaint that during the recruitment process a City department shortened the training required and engaged in favoritism.	Allegation that the proper training and testing of fire recruits is not being completed and that the process appears to show favoritism towards family members of City employees.	Not in Purview of City Auditor's Fraud Hotline	Referred to City Department	NRR sent to the HR dept who forwarded to Fire Dept. Prelim included calls with Civil Service and Fire to determine minimum qualifications and recruitment process.	Not in Purview of Hotline	Fire connected with City Attorney who obtained outside counsel to conduct an investigation at the department level.	
22	>90	Allegation that individuals are utilizing a City operated laundry facility without the proper authorization.	Complaint that the Shoreline Marina Laundry facilities site is being broken into and used by unhoused individuals when residents pay to use those services.	Misuse of City Property or Information	Conducted an Investigation	Two actions - 1st customer service number for Homeless Outreach provided to complainant and 2nd, an allegation memo was sent to PRM.	Allegation - Unfounded Control Weakness	PRM will update their gate access and fob security system to improve the Gate security at the Marina.	1
23	>90	Allegation that a City vendor is funneling City money to an illegitimate company.	Allegation that one of the contractors working with the Health Department is funneling City money to a sham corporation.	City Contract or Vendor Fraud	Conducted an Investigation	Research conducted on First To Serve and third part vendors. Info Request to HSB	Allegation - Unfounded	Third part vendors do not have a contract with the City. The City has clear communication with First To Serve and established form of payment for invoices. Had other concerns regarding services but have a documented plan to address concerns.	
24	>90		Allegation of misuse of City funds sent to "phantom companies that resemble public shelters"	City Contract or Vendor Fraud	Conducted an Investigation		Allegation - Unfounded		
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27	30-90	Complaint that a City representative improperly utilized a personal social media account for City purposes.	Allegation of City official garnering support for an agenda item on their personal Facebook pages	Not in Purview of City Auditor's Fraud Hotline	Not Actionable - Not Sufficient Information	Additional questions posted on NAVEX, NRR was drafted for City Attorney but was not e- mailed due to insufficient information from the complainant.	Not in Purview of Hotline		

28	<30	Complaint of wrongful eviction.	Complainant (resident) feels they are being wrongfully evicted	Not in Purview of City Auditor's Fraud Hotline	Referred to City Department.	Prelim call to Homeless Services Outreach Coordinator to ask if the individual named is connected to City services. No records found. Hotline provided the complainant with eviction	Not in Purview of Hotline	
29	>90	Complaint that a City employee violated the City's Drug Policy.	Allegation that a City Employee violated city drug policy.	Not in Purview of City Auditor's Fraud Hotline	Referred to City Department.	Research conducted; time card review, teams call with Fire Department AO. NRR memo e- mailed to HR, the department confirmed receipt.	Not in Purview of Hotline	
30	<30	Complaint that a former City employee did not receive full employee benefits upon retirement.	Allegation that a former Port employee did not receive all funds from 457 retirement account.	Not in Purview of City Auditor's Fraud Hotline	Referred to City Department.	NRR prepared for the HR dept. and posted customer service number for benefit resources to NAVEX.	Not in Purview of Hotline	
31	>90	Allegation that two City employees were promoted to classified positions without taking the required examinations.	Allegation that City employees were promoted to classified positions without taking the proper examinations.	Violations or Abuse of City Policy	Conducted an Investigation	Info Request to Civil Service	Allegation - Unfounded	Exams were taken
32	30-90	Complaint that a resident is improperly renting out an apartment that is receiving rental assistance from a non-City program.	Allegation that someone is improperly renting out an apartment that is receiving rental assistance.	Not in Purview of City Auditor's Fraud Hotline	Referred to an Outside Agency with Jurisdiction	Address was not part of City rental assistance program. Referred to outside jurisdiction.	Not in Purview of Hotline	
33	<30	Complainant withdrew their complaint.	Caller began to report on retaliation, call was terminated before intake	Not in Purview of City Auditor's Fraud Hotline	Not Actionable		Not in Purview of Hotline	
34	30-90	Complaint that a City employee provided incorrect information in an official document and the requestor was denied copies of the report.	Complaint that a police sergeant gave incorrect information that led to an unlawful arrest and that the individual was denied copies of evidence requested	Not in Purview of City Auditor's Fraud Hotline	Referred to City Department.	NRR sent to Police Oversight Commission	Not in Purview of Hotline	
35	30-90	Complaint that a local business is engaged in illegal activity.	Complaint that a store is operating an illegal gambling machine and refusing to pay out a winning play. COLB Police were notified and complainant was directed to report incident to the fraud department.	Not in Purview of City Auditor's Fraud Hotline	Referred to City Department.	NRR sent to Police Dept, specifically to a VICE detective.	Not in Purview of Hotline	
36	<30	Complaint that a City representative performed non-City business during work hours.	Complaint regarding Vice Mayor Allen's election campaign and allegations of timecard fraud.	Not in Purview of City Auditor's Fraud Hotline	Referred to City Department	FWD complaint to City Attorney's	Not in Purview of Hotline	
37	30-90	Complaint regarding the placement of an ADA blue curb in a residential area.	Complaint regarding construction of a new handicap sign and paint used in front of a resident's home	Not in Purview of City Auditor's Fraud Hotline	Referred to City Department.	Research conducted: Called Citywide Accessibility Coordinator, obtained information on ADA blue curb installation process, NRR PW staff,	Not in Purview of Hotline	
38	<30	Complaint regarding fraudulent Edison utility bills.	Complainant was called to pay a fraudulent Edison utility bill and made 2 deposits to the caller.	Not in Purview of City Auditor's Fraud Hotline	Referred to an Outside Agency with Jurisdiction	LBPD Non Emergency and SCE Customer Service information provided to complainant.	Not in Purview of Hotline	
39	30-90	Allegation that public showers were unavailable for public use; insufficient information provided by complainant.	Complaint that a shower in Alamitos Beach was removed and that the City was corrupt for doing so	Violations or Abuse of City Policy	Not Actionable	Direct address not provided	N/A*	
40	30-90		Complaint that a shower in Alamitos Beach was removed and that the City was corrupt for doing so	Violations or Abuse of City Policy	Not Actionable		N/A*	
41	30-90	Allegation that a Long Beach business association contracted with the City is not performing its service agreements.	Complaint that a weekly promoted event by the BSBA is taking away shoppers from Belmont Shore	City Contract or Vendor Fraud	Conducted an Investigation	Staff reviewed Belmont Shore Business Association (BSBA) website and event page	Allegation - Unfounded	BSBA events (tour the shore) are in scope with BSBA mission, no actions were taken.
42	<30	Allegation that a City department is assigning unnecessary overtime.	Complaint that City employees should not have been authorized to work overtime during Labor Day weekend to perform work on street repair.	Waste or Abuse of City Resources	Conducted an Investigation	Research conducted: staff pulled news articles and City memo of the Spring-Cleaning Initiative that promotes beautification of public spaces (including PW goal to fill 5,000 potholes per month)	Allegation - Unfounded	Gathered information of PW goal to fill 5,000 potholes per month to reduce the total number to below 10,000 by 2/1/25 and posted response to NAVEX.
43	<30	Complaint that a local business is not providing good customer service.	Complaint that an Auto parts business in Long Beach did not properly place an order and provide shipping information.	Not in Purview of City Auditor's Fraud Hotline	Referred to an Outside Agency with Jurisdiction	Customer Service information provided to complainant	Not in Purview of Hotline	
44	30-90	Complaint that dirt and debris were blown onto residents' vehicles as a result of landscape work performed.	Complaint that landscape workers mowed dirt and sent it flying everywhere.	Not in Purview of City Auditor's Fraud Hotline	Referred to City Department.	FWD information to department and received contact information on where to refer complainant for future complaints	Not in Purview of Hotline	
45	<30	Complaint that a resident's vehicle was damaged by the City's towing operators.	Allegation that a resident's vehicle was damaged by the City's towing operators. The resident is seeking compensation of \$2,000-2,500 for the damages.	Not in Purview of City Auditor's Fraud Hotline	Referred to City Department	Called Department regarding vehicle damage complaints. NRR sent to FM (Fleet Services) and posted customer service number for vehicle damage complaints to NAVEX.	Not in Purview of Hotline	
46	<30	Complaint that an individual is being threatened by another individual.	Allegation that an individual is making threats against a person and is maintaining an abusive environment.	Not in Purview of City Auditor's Fraud Hotline	Referred to an Outside Agency with Jurisdiction	Called LA County Sheriff Compton station to file a report with information provided by complainant. Referred to outside agency, provided complainant with resources.	Not in Purview of Hotline	