

Status Report on the Wrongdoing Hotline on 31 December 2023

Presented To:	Audit Committee
Meeting Date:	March 26, 2024
Type:	Correspondence for Information Only
Prepared by:	Ron Foster Auditor General
Recommended by:	Auditor General

Report Summary

This report provides information regarding complaints received through the wrongdoing hotline between June 1, 2023 and December 31, 2023 and provides comparative statistics for the same period in 2022.

Relationship to the Strategic Plan, Health Impact Assessment and Community Energy & Emissions Plan (CEEP)

This report demonstrates that our actions align with the values in our strategic plan. We are fair and consistent. We deliver on our promises and acknowledge our mistakes.

Financial Implications

There are no direct financial implications associated with the status report.

Background

On June 1, 2016, the City opened its 'Wrongdoing Hotline' for citizens, employees and contractors to report complaints that could be deemed illegal, dishonest, wasteful or a deliberate violation of policy. While the hotline was initially a pilot project, Council voted in 2018 to continue the hotline on a permanent basis to support accountability and transparency within the City.

This report summarizes the complaints received from June 1 to December 31, 2023 and provides comparative statistics for the same seven-month period in 2022. The next status report will be provided in June 2023.

OBSERVATIONS

1. The volume of complaints received during the seven-month period ended December 31, 2023 increased significantly from 100 to 156. A significant number of these complaints (97) did not require a detailed investigation as they fell outside the scope of the hotline or were related to services provided by Bylaw Services, Building Services and other service providers.
2. Fourteen complaints were under investigation at the end of the seven-month period ended December 31, 2023 compared to 12 on December 31, 2022.
3. During the current period, the City incurred \$7,500 for external investigations as compared to zero during the previous 7-month period ended December 31, 2022. Internal costs to conduct detailed investigations during the period ended December 31, 2023 were approximately \$49,000 versus \$9,750 in 2022 as a result of the need to investigate two serious allegations of wrongdoing both of which were dismissed as they were not supported by the available evidence.
4. Seventy-seven of the 156 complaints that were received during the seven-months ended December 31, 2023 came from identifiable individuals and 79 came from anonymous complainants.

COMPLAINT STATISTICS

Complaint Source	7 months ended Dec 2022	7 months ended Dec 2023	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total Complaints	110	180	40	19	20	32	15	25	29
Incomplete complaints ¹	(10)	(22)	(7)	(2)	-	(3)	(3)	(2)	(5)
Tests	-	(2)	-	-	(1)	-	-	-	(1)
Complaints Received	100	156	33	17	19	29	12	23	23
Complaints Closed	(88)	(142)	(32)	(17)	(19)	(28)	(12)	(20)	(14)
Complaints Open	12	14	1	-	-	1	-	3	9

Management of Complaints Received	2022	2023
Complaints received in 7 months ended December 31	100	156
Referred to Bylaw Services	(45)	(79)
Referred to Legal Services	(1)	-
Referred to 311 or Management	(5)	(6)
Referred to Building Services	-	(7)
Referred to external agency/legal authority	(8)	-
Outside of the City's jurisdiction	(9)	(5)
Complaints subject to detailed investigation	32	59
Closed as insufficient or no evidence of wrongdoing found	(9)	(20)
Closed with no action planned or required	(2)	(9)
Complaints potentially requiring action to be taken	21	30
Complaints closed with action planned or taken (see table below)	(9)	(16)
Open complaints under investigation at end of December	12	14

¹ Represents abandoned complaints that were started but not submitted to the hotline.

Closed Complaints with Action Planned or Taken at December 31, 2023:

Complaint Number	Opened	Closed	Action Planned or Taken for Closed Complaints
23-0151	Jun 19	Jun 29	Management took steps to curtail the business in the park.
23-0154	Jun 20	Jun 27	Following a review by Building staff, this complaint was transferred to Bylaw Services to address non-compliance with relevant bylaws.
23-0155	Jun 21	Aug 9	After attending the site, staff educated the resident on restrictions that apply to the use of the City's fire hydrants.
23-0157	Jun 22	Jun 27	Management deployed a crew with equipment to respond to the complaint.
23-0170	Jul 3	Sep 19	Bylaw staff attended the site and provided instructions to the owner to bring the property into compliance.
23-0180	Jul 18	Aug 1	A letter was sent to the resident to educate them about the waste collection schedule.
23-0187	Jul 30	Sep 19	Building Services staff conducted an investigation and issued orders which need to be addressed.
23-0218	Sep 9	Dec 18	Staff will contact Canada Post to request the mailbox be relocated.
23-0219	Sep 12	Dec 21	Any concerns that are substantiated will be reported to Audit Committee.
23-0221	Sep 12	Dec 21	Any concerns that are substantiated will be reported to Audit Committee.
23-0237	Sep 27	Nov 30	Staff revised procedures for dealing with syringes and issued a letter of apology to the complainant.
23-0246	Oct 13	Dec 16	Action had already been taken to address this concern when it was reported.
23-0257	Nov 8	Dec 21	Steps have been taken to prevent a reoccurrence of the concern identified.
23-0280	Dec 1	Dec 16	Management has filed for a ruling from the Landlord Tenant Board to address concerns related to a tenant.
23-0294	Dec 14	Dec 15	Management providing education to the new employee.
23-0307	Dec 28	Dec 31	Staff conducted an initial investigation and have scheduled repairs.

Type of Complaints subject to detailed investigation between June 1 and December 31:

Type of Complaint	Complaints Received		Complaints Closed		Active Complaints	
	2022	2023	2022	2023	2022	2023
Staff	14	24	8	18	6	7
Members of Council	2	-	2	-	-	-
City Services	14	23	10	19	4	3
Contractors of City	1	2	1	1	-	1
Residents	59	88	57	85	2	3
Businesses	10	19	10	19	-	-
Total	100	156	88	142	12	14

Overview of Individual Complaints received between June 1 and December 31, 2023:

Complaint Number	Opened	Closed	Complaint/Allegation	Investigation Outcome
23-0129	Jun 1	Jun 16	Road condition	Referred internally
23-0130*	Jun 1	Feb 22	Staff conduct	Insufficient evidence of wrongdoing
23-0131	Jun 2	Jun 8	Animal control	Referred internally
23-0132	Jun 3	Jun 8	Property maintenance	No action planned or taken
23-0133	Jun 3	Jun 8	Property maintenance	Referred internally
23-0134	NC			
23-0135	Jun 4	Jun 8	Noise complaint	Referred internally
23-0136	NC			

23-0137	Jun 6	Jun 8	Use of City land	Referred internally
23-0138	Jun 6	Jun 8	Animal control	Referred internally
23-0139	Jun 6	Jun 7	Human resource processes	No action planned or taken
23-0140	Jun 8	Jun 8	Property management	Referred internally
23-0141	Jun 8	Jun 8	Building condition	Outside City jurisdiction
23-0142	Jun 12	Jun 22	Site obstruction	Referred internally
23-0143	Jun 12	Jun 17	Watering lawn	Referred internally
23-0144	Jun 12	Sep 6	Staff conduct	No action planned or taken
23-0145	Jun 12	Jun 14	Unlicensed business	Referred internally
23-0146	Jun 13	Jun 16	Construction	Referred internally
23-0147	Jun 13	Jun 16	ODSP file	Referred internally
23-0148	Jun 14	Jun 14	Property maintenance	Referred internally
23-0149	Jun 16	Jun 23	Illegal parking	Referred internally
23-0150	NC			
23-0151	Jun 19	Jun 29	Illegal business	Action planned or taken
23-0152	NC			
23-0153	Jun 19	Aug 9	Unsafe construction	Referred internally
23-0154	Jun 20	Jun 27	Illegal construction	Action planned or taken
23-0155	Jun 21	Aug 9	Illegal use of fire hydrant	Action planned or taken
23-0156	Jun 21	Jun 26	Property maintenance	Referred internally
23-0157	Jun 22	Jun 27	Water treatment plant smells	Action planned or taken
23-0158	Jun 23	Jun 26	Property maintenance	Referred internally
23-0159	Jun 23	Jun 26	Construction	Referred internally
23-0160	NC			
23-0161	Jun 26	Jun 27	Animal services	Outside of the City's jurisdiction
23-0162	Jun 26	Aug 1	Construction signage	Referred internally
23-0163	Jun 27	Aug 9	Illegal shipping containers	Referred internally
23-0164	Jun 27	Jul 5	Noise	Referred internally
23-0165	Jun 28	Jul 2	Service complaint	Referred internally
23-0166	NC			
23-0167	NC			
23-0168	Jun 29	Jul 5	Gas smell	Referred internally
23-0169	Jul 2	Jul 5	Illegal parking	Referred internally
23-0170	Jul 3	Sep 19	Property maintenance	Action planned or taken
23-0171	Jul 4	Jul 5	Property maintenance	Referred internally
23-0172	Jul 4	Jul 5	Noise complaint	Referred internally
23-0173	NC			
23-0174	Jul 5	Jul 5	Property maintenance	Referred internally
23-0175	Jul 8	Jul 10	Property maintenance	Referred internally
23-0176	Jul 11	Dec 16	Staff conduct	Insufficient evidence of wrongdoing
23-0177	Jul 13	Dec 18	Property cleanup	No action planned or taken
23-0178	Jul 15	Jul 18	Property maintenance	Referred internally
23-0179	Jul 18	Aug 9	Permit and Pronto system	Insufficient evidence of wrongdoing
23-0180	Jul 18	Aug 1	Garbage handling	Action planned or taken
23-0181	Jul 19	Jul 20	Car purchase	Outside of the City's jurisdiction
23-0182	NC			
23-0183	Jul 20	Nov 30	Staff conduct	Insufficient evidence of wrongdoing
23-0184	Jul 20	Jul 30	Parking in disabled spot	Referred internally
23-0185	Jul 25	Aug 10	Animal control	Referred internally

23-0186	Jul 28	Dec 1	Illegal occupancy	No action planned or taken
23-0187	Jul 30	Sep 19	Illegal basement apartment	Action planned or taken
23-0188	Aug 2	Aug 10	Oversized hedge	Referred internally
23-0189	Aug 2	Aug 4	Oversized hedge	Referred internally
23-0190	Aug 2	Aug 4	Illegal fence	Referred internally
23-0191	Aug 2	Aug 4	Oversized hedge	Referred internally
23-0192	Aug 4	Aug 8	Construction without a permit	Referred internally
23-0193	Aug 5	Aug 8	Water theft	Insufficient evidence of wrongdoing
23-0194	Aug 5	Dec 16	Construction without a permit	Referred internally
23-0195	Aug 5	Aug 8	Noise complaint	Referred internally
23-0196	Aug 11	Aug 17	Noise complaint	Insufficient evidence of wrongdoing
23-0197	Aug 13	Nov 30	Staffing	Insufficient evidence of wrongdoing
23-0198	Test			
23-0199	Aug 17	Aug 23	Noise complaint	Referred internally
23-0200	Aug 21	Aug 23	Animal control	Referred internally
23-0201	Aug 22	Aug 24	Property maintenance	Referred internally
23-0202	Aug 24	Sept 18	Noise complaint	Referred internally
23-0203	Aug 29	Nov 30	Staff conduct	Insufficient evidence of wrongdoing
23-0204	Aug 31	Dec 16	Inappropriate construction	Referred internally
23-0205	Aug 31	Sep 7	Noise complaint	Referred internally
23-0206	Aug 31	Sep 20	Property maintenance	Referred internally
23-0207	Aug 31	Nov 25	Staff conduct	Insufficient evidence of wrongdoing
23-0208	Sep 1	Sep 7	Property maintenance	Referred internally
23-0209	Sep 2	Sep 7	Property maintenance	Referred internally
23-0210	Sep 2	Sep 7	Property maintenance	Referred internally
23-0211	Sep 2	Sep 7	Business conduct	Referred internally
23-0212	Sep 2	Sep 7	Conduct of citizens	Outside of City's jurisdiction
23-0213	Sep 6	Sep 18	Business conduct	Referred internally
23-0214	Sep 6	Sep 18	Property maintenance	Referred internally
23-0215	Sep 6	Dec 12	Staff conduct	Insufficient evidence of wrongdoing
23-0216	Sep 7	Dec 12	Staff conduct	Insufficient evidence of wrongdoing
23-0217	NC			
23-0218	Sep 9	Dec 18	Sightline issues	Action planned or taken
23-0219	Sep 12	Dec 21	Staff conduct	Action planned or taken
23-0220	Sept 12	Sep 18	Drainage	Referred internally
23-0221	Sep 12	Dec 21	Staff conduct	Action planned or taken
23-0222	Sep 13	Oct 23	Staff conduct	Insufficient evidence of wrongdoing
23-0223	Sep 14	Sep 14	Staff conduct	Insufficient evidence of wrongdoing
23-0224	Sep 17	Sep 19	Business practices	Referred internally
23-0225	Sep 17	Nov 19	Staff conduct	Insufficient evidence of wrongdoing
23-0226	Sept 18	Sep 20	Property maintenance	Referred internally
23-0227	NC			
23-0228	Sep 20	Sep 25	Property maintenance	Referred internally
23-0229	Sep 21	Dec 12	Staff conduct	Insufficient evidence of wrongdoing
23-0230	Sept 22	Sep 25	Noise complaint	Referred internally
23-0231	NC			
23-0232	Sep 25	Dec 18	Independence of Auditor General	No action planned or taken
23-0233	Sep 26	Sep 29	Outdoor burning	Referred internally
23-0234	Sep 27	Sep 29	Encampment	Referred internally
23-0235	Sep 27	Nov 22	Single sourcing	No action planned or taken

23-0236	Sep 27	Dec 18	Construction without a permit	Referred internally
23-0237	Sep 28	Nov 30	Garbage collection	Action planned or taken
23-0238	Sep 28	Nov 22	Animal control	Referred internally
23-0239*	Sep 28	Feb 29	Staff conduct	Insufficient evidence of wrongdoing
23-0240	Oct 2	Oct 6	Abandoned vehicle	Referred internally
23-0241	Oct 3	Oct 6	Noise complaint	Referred internally
23-0242	Oct 3	Oct 6	Water drainage	Referred internally
23-0243	Oct 3	Oct 6	Noise complaint	Referred internally
23-0244	Oct 10	Nov 22	Noise complaint	Referred internally
23-0245	Oct 11	Dec 4	Staff conduct	Insufficient evidence of wrongdoing
23-0246	Oct 13	Dec 16	Staff conduct	Action planned or taken
23-0247	NC			
23-0248	NC			
23-0249	Oct 21	Oct 27	Animal control	Referred internally
23-0250	NC			
23-0251	Oct 23	Oct 26	Animal control	Referred internally
23-0252	Oct 23	Oct 27	Graffiti	Referred internally
23-0253	Oct 23	Oct 24	Staff conduct	No action planned or taken
23-0254	Oct 25	Nov 1	Building code infractions	Referred internally
23-0255	Nov 1	Nov 23	Construction without a permit	Insufficient evidence of wrongdoing
23-0256	Nov 8		Building variance	
23-0257	Nov 8	Dec 21	Paramedic services	Action planned or taken
23-0258	Nov 8	Dec 20	Water shut off	Insufficient evidence of wrongdoing
23-0259*	Nov 9	Feb 17	Integrity commissioner services	Action planned or taken
23-0260	Nov 11	Dec 1	Noise complaint	Referred internally
23-0261	NC			
23-0262	Nov 15	Dec 1	Property maintenance	Referred internally
23-0263	Nov 15	Dec 1	Property maintenance	Referred internally
23-0264	Nov 15	Dec 1	Noise complaint	Referred internally
23-0265	Nov 16	Dec 1	Noise complaint	Referred internally
23-0266	Nov 17	Dec 20	Inefficient operations	No action planned or taken
23-0267	Nov 18	Dec 1	Noise complaint	Referred internally
23-0268	NC			
23-0269	Nov 19	Dec 1	Illegal parking	Referred internally
23-0270	Nov 20	Dec 1	Illegal parking	Referred internally
23-0271	Nov 21		Customer service	
23-0272	Nov 22	Dec 1	Light pollution	Referred internally
23-0273	Nov 23	Dec 1	Noise complaint	Referred internally
23-0274	Nov 27	Dec 1	Noise complaint	Referred internally
23-0275	Nov 27	Dec 1	Illegal parking	Referred internally
23-0276	Nov 27	Dec 9	Corruption allegation	Insufficient evidence of wrongdoing
23-0277	Nov 28	Nov 30	Snow plowing	Insufficient evidence of wrongdoing
23-0278	Nov 28	Dec 1	Property maintenance	Referred internally
23-0279	Nov 29	Dec 21	Construction without a permit	Referred internally
23-0280	Dec 1	Dec 16	Tenant conduct	Action planned or taken
23-0281	NC			
23-0282	NC			
23-0283	NC			
23-0284	Dec 8		Staff conduct	

23-0285	Dec 8		Staff conduct	
23-0286	Dec 9	Dec 12	Illegal parking	Referred internally
23-0287	Dec 9	Dec 9	Illegal parking	Outside of City's jurisdiction
23-0288	Dec 19	Dec 12	Illegal parking	Referred internally
23-0289	NC			
23-0290	Dec 11		Staff conduct	
23-0291	Dec 12	Dec 20	Runoff water	Referred internally
23-0292*	<i>Dec 12</i>	<i>Feb 27</i>	<i>Customer service</i>	<i>Insufficient evidence of wrongdoing</i>
23-0293	Dec 12	Dec 18	Property maintenance	Referred internally
23-0294	Dec 14	Dec 15	Staff conduct	Action planned or taken
23-0295	Dec 14	Dec 20	Staff conduct	Referred internally
23-0296	Dec 14	Dec 15	Noise complaint	Referred internally
23-0297	Test			
23-0298	Dec 15	Dec 19	Variance on building permit	Insufficient evidence of wrongdoing
23-0299	Dec 16	Dec 18	Property maintenance	Referred internally
23-0300	Dec 21	Dec 21	Illegal parking	Referred internally
23-0301	Dec 21	Dec 22	Illegal parking	Referred internally
23-0302	Dec 23		Staff conduct	
23-0303*	<i>Dec 24</i>	<i>Jan 4</i>	<i>Animal control</i>	<i>Referred internally</i>
23-0304*	<i>Dec 26</i>	<i>Jan 4</i>	<i>Illegal parking</i>	<i>Referred internally</i>
23-0305	NC			
23-0306*	<i>Dec 28</i>	<i>Jan 30</i>	<i>Garbage collection process</i>	<i>No action planned or taken</i>
23-0307	Dec 28	Dec 31	Sidewalk icing from runoff water	Action planned or taken
23-0308*	<i>Dec 31</i>	<i>Jan 3</i>	<i>Illegal apartment</i>	<i>Referred internally</i>

Complaints that were closed after December 31 are marked with an asterisk and italics.

Complaints labeled "NC" were not completed by the complainants and required no investigation.