

**CITY OF HAMILTON
COMPARISON OF FRAUD AND WASTE HOTLINES
USED BY SELECTED CANADIAN MUNICIPALITIES**

| | City of Sudbury | City of Toronto | City of Ottawa | City of Winnipeg | City of Edmonton | City of Calgary |
|--------------------------------------------------------------------------|------------------------------------|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Is intake to Fraud & Waste Hotline provided by a third party? | Yes | No - operated by the Forensic Unit of the Auditor General's Office | Yes | Yes | Yes | Yes |
| Who can report? | Municipal employees and the public | Municipal employees and the public | Municipal employees and the public | Municipal employees and the public | Municipal employees only | Municipal employees and the public |
| Activities Covered | Theft, Fraud, Waste, & Abuse | Fraud, waste and other wrongdoing | Fraud/theft, misuse of City property, violations of laws, suggestions for improvements, and unethical conduct | Fraud/theft, unethical conduct, violations of laws/regulation /policies /procedures. | Financial and accounting; Health, Safety & Environment; Unethical Conduct; Manipulation and Falsification of Data; Harm to People and Property; Theft, Embezzlement and Fraud; Violations of laws/ regulations etc. | Misuse and abuse of City Resources; any operation process or activity where use of taxpayer funds may be inappropriate; breaches of the Code of Conduct; other allegation of waste and/or wrongdoing raised in good faith. |

**COMPARISON OF FRAUD AND WASTE HOTLINES
USED BY SELECTED CANADIAN MUNICIPALITIES**

| | City of Sudbury | City of Toronto | City of Ottawa | City of Winnipeg | City of Edmonton | City of Calgary |
|------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| How is my identity protected when submitting a complaint? | The hotline is operated independently by a third party - Baytek Systems Consulting Int'l and On Call Centre of Ottawa. Complaints are submitted anonymously to the hotline. Complainants may be asked to reveal their names to the investigator only if needed. | Calls are made to an anonymous voice mail service at 416-379-7876 open 24/7. Emails are sent to an anonymous on-line complaint form at toronto.ca/fraudwastehotline . The AG's office maintains the confidentiality of the complainant unless compelled to reveal his/her identity in the course of a criminal proceeding by the law. | Calls are made to an anonymous voice mail service at 1-866-959-9309 open 24/7. Emails are sent to an anonymous on-line complaint form at www.ottawa.fraudwaste-fraudeabus.ca/ . The complainant is not required to provide his/her name or any personal information. | Complainants can phone or email their concerns to the hotline operated by an independent third party - Clearview Connects. Complaints may be made 24/7. | The hotline is available 24/7. Employees can provide anonymous reports using online web service or via professionally trained live agents via a toll-free telephone service. The complaints are asked to anonymously answer additional questions to validate the information provided and gather other data should an investigation be initiated. | Complainants can phone or email their concerns to the hotline operated by an independent third party - Clearview Connects. Complaints may be made 24/7. |
| Population | City 161,531 (2016) Metro 164,689 (2016) | City 2,731,571 (2016) Metro 5,928,040 (2016) | City 934,200 (2016) Metro 1,323,783 (2016) | City 705,244 (2016) Metro 778,489 (2016) | City 932,546 (2016) Metro 1,321,426 (2016) | City 1,239,220 (2016) Metro 1,392,609 (2016) |
| No. of employees | 2,800 (Nov. 2010) | 35,000 (March 2018) | 19,000 (2009) | Not Available | 12,000 (2005) | 13,670 (2017) |

**COMPARISON OF FRAUD AND WASTE HOTLINES
USED BY SELECTED CANADIAN MUNICIPALITIES**

| | City of Sudbury | City of Toronto | City of Ottawa | City of Winnipeg | City of Edmonton | City of Calgary |
|--------------------------------------------------------|-------------------------------|-----------------------------------------------|-----------------------------------------------------------------------------|--------------------------------------------------------------------|-----------------------------------------------------------|-----------------------------------------------------------|
| No. staff assigned to management of the hotline | 0.5 FTE | 5.0 FTE Hotline Staff and 0.5 FTE Admin Staff | 1.0 FTE | Not Available | 0.74 FTE | 1.0 FTE |
| Date Hotline Started | June 1, 2017 | 2002 | 2005 | 2012 | 2005 | 2007 |
| Number of Tips Received | 80 (from June to Dec 2017) | 687 (Jan to Dec 2014) | 319 (Jan to Dec 2015) | 45 (Jan to Dec 2015) | 80 (Jan to Dec 2015) | 59 (Jan to Dec 2014) |
| Estimated Costs | Not available | Approx. \$550,000 /yr | \$30,000 (to maintain website and call centre) + Internal Audit Staff Costs | \$48,000 (external provider) + \$75,000 Internal Audit Staff Costs | \$21,000 (external provider) + Internal Audit Staff Costs | \$50,000 (external provider) + Internal Audit Staff Costs |