

TriMet's EthicsPoint Hotline

Annual Report

October 2016

2013 Secretary of State audit recommendations:

“TriMet should consider implementing a hotline or other function to enable employees to make reports of fraud, waste or abuse of district resources”

Who is involved:

- **Accountability Committee**
- **Legal Department**
- **Internal Audit Department**
- **Navex (3rd Party Intake and Communication Channel)**



ETHICSPPOINT **HOTLINE**

Need to report a concern
about potential fraud, waste
or abuse of TriMet’s resources?

- EthicsPoint Hotline is a resource for all TriMet employees.
- All reports can be anonymous.
- Hotline and webpage are hosted by an independent third party firm.
- Find the link on the TriNET homepage.

Posted by TriMet Legal Department September 24, 2014

Overview of Cases (Oct 1, 2015 – Sept 30, 2016)



- 4 new cases were reported.



- 1 case was investigated by Internal Audit as a potential instance of fraud, waste or abuse of resources.



- 3 other cases were referred for investigation by appropriate department.
- All 4 cases were reported anonymously.

Review of Goals for 2016

- Education about the Hotline should include explaining ways to make reports that are not about fraud, waste or abuse of agency resources. *Updated materials with details on other resources and contacts for reporting.*
- Encourage anonymous reporters to check back in after making the report. Emphasize that they can check back in, provide additional details, answer questions, and remain anonymous. *3 of 4 cases had reporters that responded to questions and provided additional details, even uploading documents, about the incident.*
- Numbers are less important than trends. Analysis and action should be based on types of reports that are made to the Hotline. *In addition to being engaged and following up, reporters valued being able to report anonymously.*

Goals for 2017

Track the trends that most impact the hotline:

- The ratio of reports about fraud, waste or abuse of assets, to reports about other matters**
- The value reporters place in being able to report anonymously**
- Reporter engagement and follow up**