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)
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