

# Hotline Update

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**CITY OF ROANOKE  
AUDIT COMMITTEE  
JUNE 6, 2018**

# Purpose of Hotline

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- **To Provide Open Channels of Communication**
- **To Promote a Positive Work Environment**
- **To Foster a Culture of Integrity and Ethical Decision Making**

# Closed Investigations

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<b>TYPE</b>	<b>ALLEGATION(S)</b>	<b>RESULT</b>
Procurement #17-304	<p>Concern that a repair contract was not awarded to the vendor with the lowest bid due to arbitrary specifications of brand and deadlines.</p> <p>We found that an addendum to the ITB was issued clarifying that alternatives to the name-brand product were acceptable. Based on our research, there was a legitimate risk that cooler, wetter weather could adversely affect the project if not completed by the date specified in the ITB. We concluded that the date was not arbitrary and that rejecting the low bid on the basis of not being able to meet the specified date was proper.</p>	Unsubstantiated
Ethics Violation #17-307	<p>Allegation that two employees were not adhering to the code of conduct when working with clients. Department Management was aware of the issue and was addressing it as a personnel matter prior to the complaint being filed with the hotline. We confirmed that appropriate, formal personnel actions had been taken.</p>	Substantiated

# Closed Investigations

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<b>TYPE</b>	<b>ALLEGATION(S)</b>	<b>RESULT</b>
Substance Abuse #18-308; 18-310	Concerns alleging illegal drug activity by private citizens. Forwarded to Roanoke Police Department. [2 reports]	Other
Time Abuse 18-309	<p>Citizen complaint about Solid Waste Drivers being paid for hours they don't work. Drivers are regularly scheduled to work 10 hours per day, Monday through Thursday. Drivers who complete their routes early assist with other drivers' routes. When all routes are completed, drivers return to the Public Works Service Center to clean and fuel their trucks. Once all drivers have filed their paper work, the Manager dismisses them as a group. Dismissals routinely occur before the scheduled time for the shift to end. The volume of trash, equipment performance, and weather can all impact the time required to service routes.</p> <p>(Continued on next page)</p>	Other

# Closed Investigations

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<b>TYPE</b>	<b>ALLEGATION(S)</b>	<b>RESULT</b>
Time Abuse 18-309 (Continued)	We concluded that the current practice of dismissing drivers as a group prior to the end of their shift is reasonable for practical reasons. We recommend that early dismissal trends be monitored to ensure staffing levels evolve with changes in customer behaviors, equipment performance, and other factors impacting route planning.	

**End of Update**