



**City of El Paso  
Internal Audit  
Department**

**Employee Hotline Calls  
4<sup>th</sup> Quarter FY 2023-2024**

**September 9, 2024**



# Internal Audit Department

**MAYOR**

Oscar Leeser

September 9, 2024

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Representative Brian Kennedy  
Chairman  
Financial Oversight & Audit Committee  
City of El Paso, Texas  
300 N. Campbell  
El Paso, Texas 79901

Dear Representative Kennedy,

Enclosed please find a listing of the City of El Paso's Anonymous Employee Hotline Calls received during the 4<sup>th</sup> Quarter of FY 2023-2024.

During the 4<sup>th</sup> Quarter, we received 10 calls or anonymous letters. All 10 of the Hotline Calls or anonymous letters have been reviewed; nine are closed and one remains open. We have included the actual Hotline Calls and anonymous letters for your review.

If you have any questions or comments, please feel free to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Edmundo S. Calderon".

Edmundo S. Calderón, CIA, CGAP, CRMA, MBA  
Chief Internal Auditor  
City of El Paso

**Edmundo S. Calderon, CIA, CGAP, CRMA – Chief Internal Auditor**  
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DELIVERING EXCEPTIONAL SERVICES

City of El Paso  
Internal Audit Department  
City of El Paso Employee Hotline  
Listing of Calls Received During 4th Quarter of FY2024

Employee Hotline Log - 4th Quarter								
#	Location/Dept	Incident No.	Report Date	Report Type	Date Closed	Open/Closed	Incident Description	Comments
1	Performance Office	Case 1255882	6/12/2024	Other	8/7/2024	CLOSED	Caller, name declined, reported that management is requiring team member to complete an exam for a certification that isn't required by the department. Caller mentioned the city p-card was used to pay the exam fees and team members are taking work time to study for the exam.	The Chief Internal Auditor (CIA) reviewed the complaint and forwarded it to Human Resources (HR). The complaint was reviewed by HR who determined it was inconclusive.
2	Parks and Recreation	Case 1257075	6/14/2024	Safety Concern	6/17/2024	CLOSED	Caller, name declined, reported they had to leave the job due to the heat and not being allowed any breaks.	The Chief Internal Auditor (CIA) reviewed the complaint and forwarded it to Human Resources (HR). The complaint was reviewed by HR who determined it was inconclusive.
3	Information Technology	Case 1266195	6/26/2024	Theft	7/22/2024	CLOSED	Caller, name declined, alleges theft is being conducted by a current employee in the Information Technology department at City 2 floor 5. The caller reported they have noticed a missing laptop, keyboards and headsets. The caller names a certain employee as the source for the missing equipment.	The Chief Internal Auditor (CIA) reviewed the complaint and forwarded it to Human Resources (HR). The complaint was reviewed by HR who determined it was inconclusive.
4	Zoo	Case 1286096	7/22/2024	Misconduct/ Inappropriate Behavior	8/7/2024	CLOSED	Caller, name declined, reported that their supervisor was discussing the performance and potential termination of an employee. The caller is worried that the supervisor might be discussing private information with other employees.	The Chief Internal Auditor (CIA) reviewed the complaint and forwarded it to Human Resources (HR). The complaint was referred to HR who determined it was being handled internally by the department. Report closed due to no response from caller.
5	Zoo	Case 1293720	8/1/2024	Safety Concern	9/5/2024	CLOSED	Caller, name declined, reported that the Zoo staff allowed alcoholic beverages at a Zoo event without a license. The caller also alleges that the director was taking shots and drinking with two other employees in the parking lot during work hours. The two employees passed out in the parking lot after drinking.	The Chief Internal Auditor (CIA) reviewed the complaint and forwarded it to Human Resources (HR). The complaint was reviewed by HR who determined it was inconclusive.
6	Fire Department	Case 1297474	8/6/2024	Other	8/6/2024	CLOSED	Caller, name declined, reported that employees from the Emergency Management Operations Section assigned to the Airport, are wasting time by being on their phones for hours throughout the day. The caller also reported that the aforementioned employees do not adhere to the City's dress code.	The Chief Internal Auditor (CIA) reviewed the complaint and explained to the caller that this does not meet the criteria for an Internal Audit investigation. The CIA referred the employee to Human Resources (HR) to voice their concern.
7	Environmental Services	Case 1299077	8/8/2024	Other	8/8/2024	CLOSED	Caller, name declined, reported that employees are not being treated equally. There is a lot of favoritism. Also there isn't enough equipment and safety equipment.	The Chief Internal Auditor (CIA) reviewed the complaint and explained to the caller that not enough information was provided to conduct a proper investigation. The CIA requested additional information. No information was provided by caller. The report was closed.
8	Environmental Services	Anonymous Letter	8/13/2024	Other	8/13/2024	CLOSED	Sender, name declined, reported that employees are not being treated equally. The sender also reported that a supervisor doesn't have a CDL as required per the job description and has been receiving incentive bonuses for safe driving and having a CDL.	The Chief Internal Auditor (CIA) reviewed the complaint and forwarded it to Human Resources (HR). The complaint was referred to HR. No further remediation available. Case closed per Chief Internal Auditor.
9	Environmental Services	Case 1304219	8/14/2024	Discrimination	OPEN	OPEN	Employee at ESD reports that they feel discriminated against due to a previous complaint they submitted. Caller alleges that they are not being properly accommodated after coming back from FMLA Intermittent. Caller is asked to perform job duties beyond their current capabilities.	The Chief Internal Auditor (CIA) reviewed the complaint and forwarded it to Human Resources (HR). HR is currently investigating the incident.
10	Airport	Case 1304544	8/15/2024	Misconduct/ Inappropriate Behavior	8/15/2024	CLOSED	Caller, name declined, alleges that a General Services Worker from the Airport is selling food to Airport employees.	The Chief Internal Auditor (CIA) reviewed the complaint and explained to the caller that this does not meet the criteria for an Internal Audit investigation. The CIA referred the employee to the Human Resources (HR) and Health Department Management to voice their concern.