

***Regular Meeting of the Building
Inspection Commission***

March 18, 2026

Agenda Item 11



DBI Internal Ethics Reporting Hotline

Building Inspection Commission, March 18, 2026

Public Integrity – Reforms Initiative

In September 2021, the Controller's Office issued an assessment of DBI's permitting and inspections processes in a public integrity report. The review identified several areas where DBI could strengthen internal control and implement ethical safeguards.

In response, DBI senior management launched a series of departmental reforms, including implementing an online internal ethics reporting hotline.



How It Works

In October 2021, DBI launched the online employee reporting tool on the department's intranet site. Some features include:

- Confidential
- Reporter can remain anonymous
- New employees learn about the tool in their orientation
- All staff are reminded that the tool is available twice yearly
- All reports are investigated in a timely way and the complainant is notified once the issue is reviewed and addressed

DBI Staff Ethics Reporting Hotline



DBI Staff Ethics Reporting Hotline

Staff Ethics Reporting Hotline

Employees who witness inappropriate or unethical behavior by a colleague are encouraged to report the issue anonymously through this form or directly to your supervisor. We also encourage you to report incidents that you were involved with that made you feel uncomfortable or work you approved/signed off that in hindsight you think may not be safe.

All reports will be investigated.

- Issues related to the work we perform – permitting, plan review, inspections, record-keeping, administration – will be routed directly to the Director's Office for investigation.
- Issues related to personnel matters or the Director's Office will be routed directly to the Principal Human Resources Analyst for investigation.

We are unable to directly follow-up with staff who submit anonymous reports and cannot share the results of personnel investigations. If a report results in an operational or policy change, the new direction will be provided to relevant staff.

Thank you for your honesty, integrity and service to the public.

Ethics Type

Work Performed - Permitting, Plan Review, Inspections, Record Keeping, Administration Report to the Director's Office

Personnel or Management Issues Report to Human Resources

Subject

Comment

Please provide a written description of the inappropriate or unethical behavior you observed or approved work that you have concerns about. To the extent possible, please include names, times/dates and location.

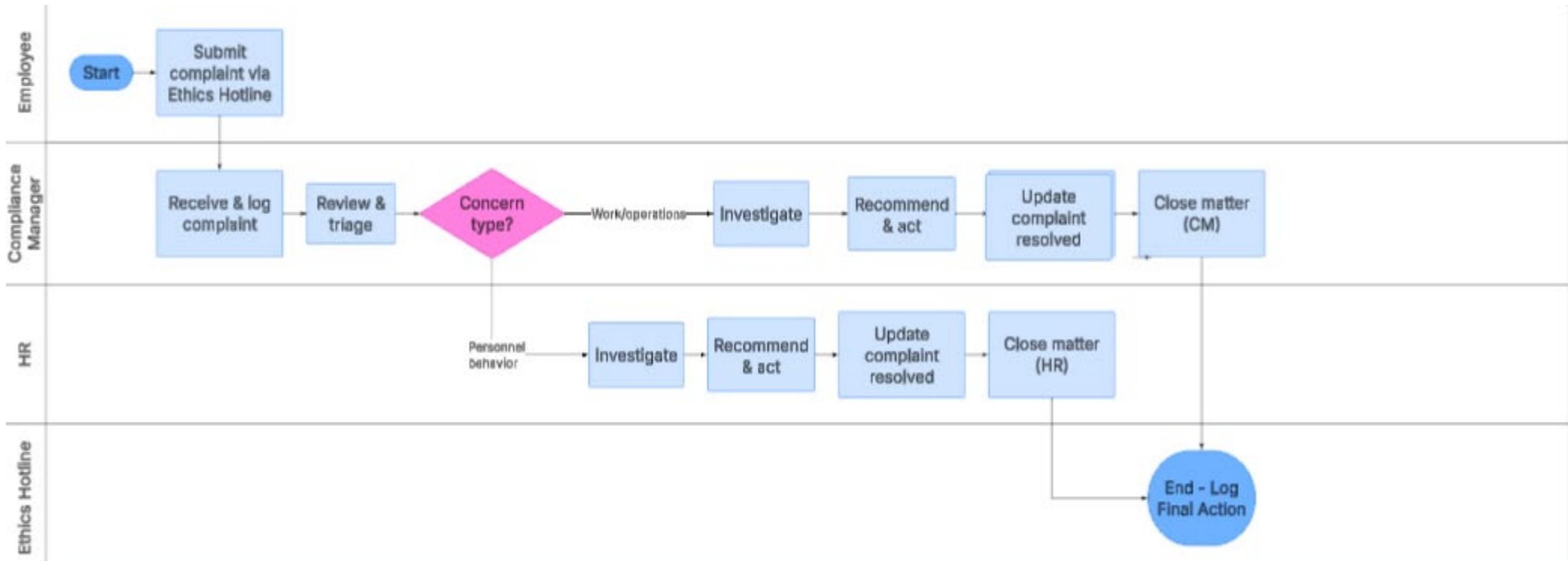
Division (OPTIONAL)

Clear

Submit



Reporting Hotline Review Process



Case Tracking and Resolution

Cases are logged and tracked by:

- Date Received
- Type
- Division
- Description
- Response Date
- Completion Status

Since October 2021, HR has received **six** complaints.

The average time for case resolution is **7.2** business days.

Case Resolution Summary

Complaints received (October 2021 to December 2025):

- Workplace conditions concern
- Policy violation allegations
 - Misuse of city resources
 - Attendance and work conduct
 - Inspector parking
- Employee-supervisor conflict
- Alleged impersonation claim (withdrawn)

Human Resources actions taken include employee counseling and reminders to staff of workplace policies.

Next Steps

- Type of Requests – *Is there a pattern?*
- Division/Program - *Where do the complaints come from?*
- Policy/Procedures – *Is there an existing policy? Are staff provided with resources and guidance? Are staff aware of policy updates?*
- Training – *Should additional training be offered? Partner with Supervisor/Manager for Continued Engagement and Improvements*

Results

Improvements



HR partnered with management to provide communications training to staff



Current policies were reviewed, clarified, and reinforced with employees



Staff now have a clearer, safer path to report concerns



Morale has strengthened, and trust across the department has improved

Employee survey data collected at the end of last year shows that employee engagement is high:

- 76% of employees rated their experience working at DBI as “very good” or “good”
- 62% said that working at DBI is better now than it was three years ago
- 84% said they “know how to report unethical behavior to my supervisor, Human Resources or the Director’s Office”



THANK YOU