



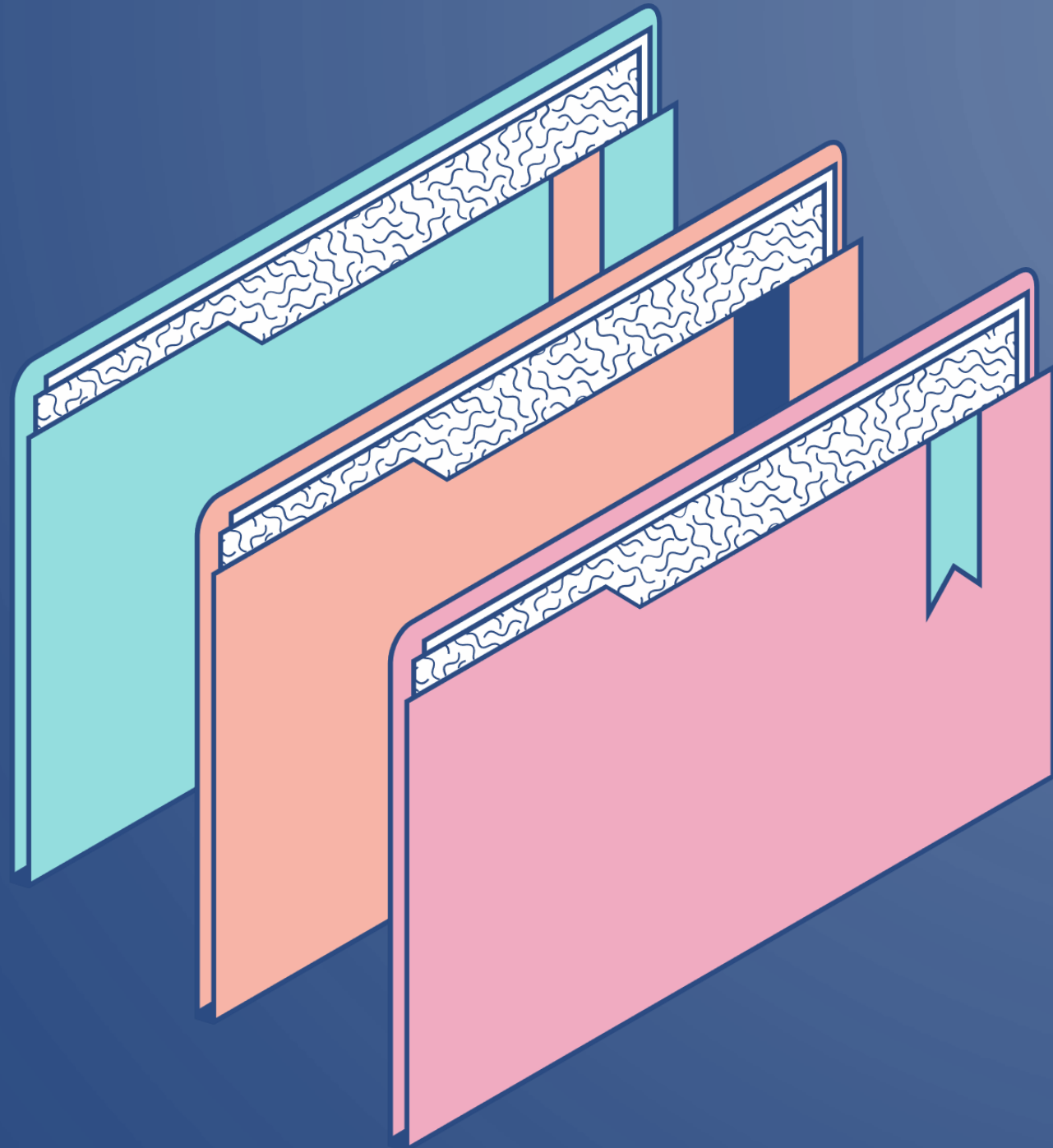
CITY OF MILWAUKEE

# Fraud, Waste, and Abuse Hotline

Annual Report for Year Ended  
December 31, 2025

# Agenda

- Executive Summary
- Background
- Where to Find the Hotline
- Total Complaints
- Complaint Types
- Actions Taken
- Substantiated Complaints



# Executive Summary

- The Fraud Hotline focuses on investigating fraud, waste, and/or abuse of City resources.
- In 2025, the Hotline received 83 complaints, compared with 79 in 2024.
- Fourteen complaints fell within the Hotline's scope and were investigated; three were substantiated.
- Abuse remains the most common type of actionable complaint

## 2025 AT A GLANCE

Total complaints	<b>83</b>
Within scope	<b>14</b>
Substantiated	<b>3</b>



## Background

- The fraud, waste, and abuse hotline seeks to ensure integrity, accountability, and public trust through timely investigation and resolution activities, followed by the initiation of appropriate steps to design and implement preventative measures in response to allegations received.
- The Fraud, Waste, and Abuse Hotline is regulated by Ch. 300-247.

## Definitions

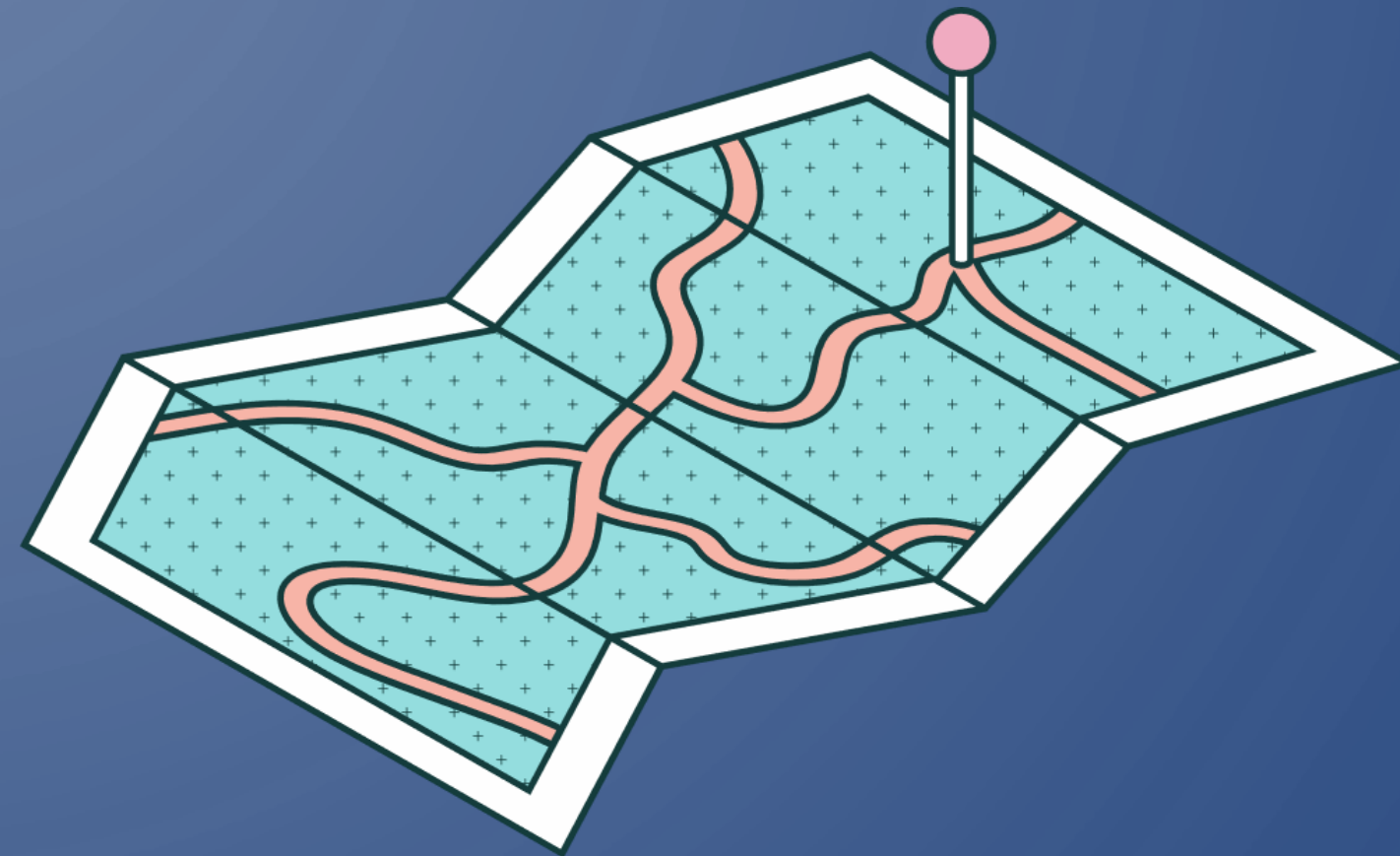
- **Fraud** means any intentional act or omission for personal gain designed to deprive the city of its resources or assets to which the individual or person is not entitled.
- **Waste** means the careless expenditure of city funds or resources above and beyond the level that is reasonably required to meet the needs of the city, or the consumption or use of city resources that is not authorized.
- **Abuse** means the improper use of city resources in a manner contrary to law, city policy or work rules, or the improper use of one's position for private gain or advantage for himself or herself or any other person.



# Definitions-Continued

- **Service Requests** includes requests for information or services such as sanitation collection, snow removal, reports of properties in disrepair and requests for law enforcement non-emergency contact information.
- **Non-City** involves a complaint that requires referral to a different level of government or to an external agency. Examples include Milwaukee Public Schools, Milwaukee County, the State of Wisconsin and the Federal Trade Commission's Bureau of Consumer Protection.
- **Insufficient Information** means the complaints received lacks enough information to categorize the complaint and investigate. Complainant either does not leave contact information or respond to multiple communications for further communication.

# Where to Find the Fraud Hotline Information






city of milwaukee fraud hotline



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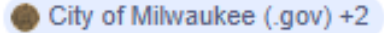
 City of Milwaukee (.gov)  
https://city.milwaukee.gov › Comptroller › fraudhotline

## Report Fraud, Waste and Abuse of City Resources

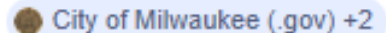
Reports may also be made by emailing [hotline@milwaukee.gov](mailto:hotline@milwaukee.gov) or by leaving a voicemail for the Fraud Hotline at **414-286-3440**. . Record ID. \*1 D. Incident. [Read more](#)

◆ AI Overview

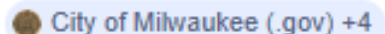
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The City of Milwaukee Fraud Hotline, managed by the Office of the Comptroller, can be reached at **(414) 286-3440** or by email at [hotline@milwaukee.gov](mailto:hotline@milwaukee.gov) to report fraud, waste, or abuse of city resources. Reports can be made anonymously, and the office encourages reporting suspected misuse of taxpayer funds or city assets. 

### How to Report Fraud

- **Phone:** (414) 286-3440 (Staffed Mon-Fri, 8:00 AM - 4:45 PM; voicemail available).
- **Email:** [hotline@milwaukee.gov](mailto:hotline@milwaukee.gov).
- **Online:** Use the [online reporting form](#).
- **Mail:** City of Milwaukee, Attention: Fraud Hotline, 200 E. Wells Street, Room 401, Milwaukee, WI 53202. 

### Key Information

- **Confidentiality:** Reports can be made anonymously.
- **Follow-up:** If reporting anonymously, follow up within 7–10 days.
- **Scope:** The hotline handles allegations involving city employees, contractors, and vendors. 



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Popular Esta Semana / Encuéntralo Rápido

Txais tos rau Lub Nroog Miiwaukee Lub Vev Xaib!  
Ntau Tus Neeg Nyiam Lub Limtiam No / Nrhiav Nws Ceev



## Popular This Week

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- Parking Services
- City Houses For Sale
- Employment Opportunities
- Milwaukee Water Works
- City Treasurer

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## Find It Fast

- Accessibility
- Bid / Contract Opportunities
- Birth and Death Certificates
- City of Milwaukee Budgets
- City Charter and Code of Ordinances
- City Real Estate
- Download City Data
- Employment Opportunities
- Fraud, Waste and Abuse of City Resources
- Garbage and Recycling Schedules
- Homeownership Opportunities
- Housing Resources
- Legislative Research Center
- Licenses or Permits



# Office of the Comptroller

[PUBLIC DEBT](#) [REPORTS](#) [INTERNAL AUDIT](#) **[REPORT FRAUD, WASTE AND ABUSE OF CITY RESOURCES](#)**



## Office of the Comptroller

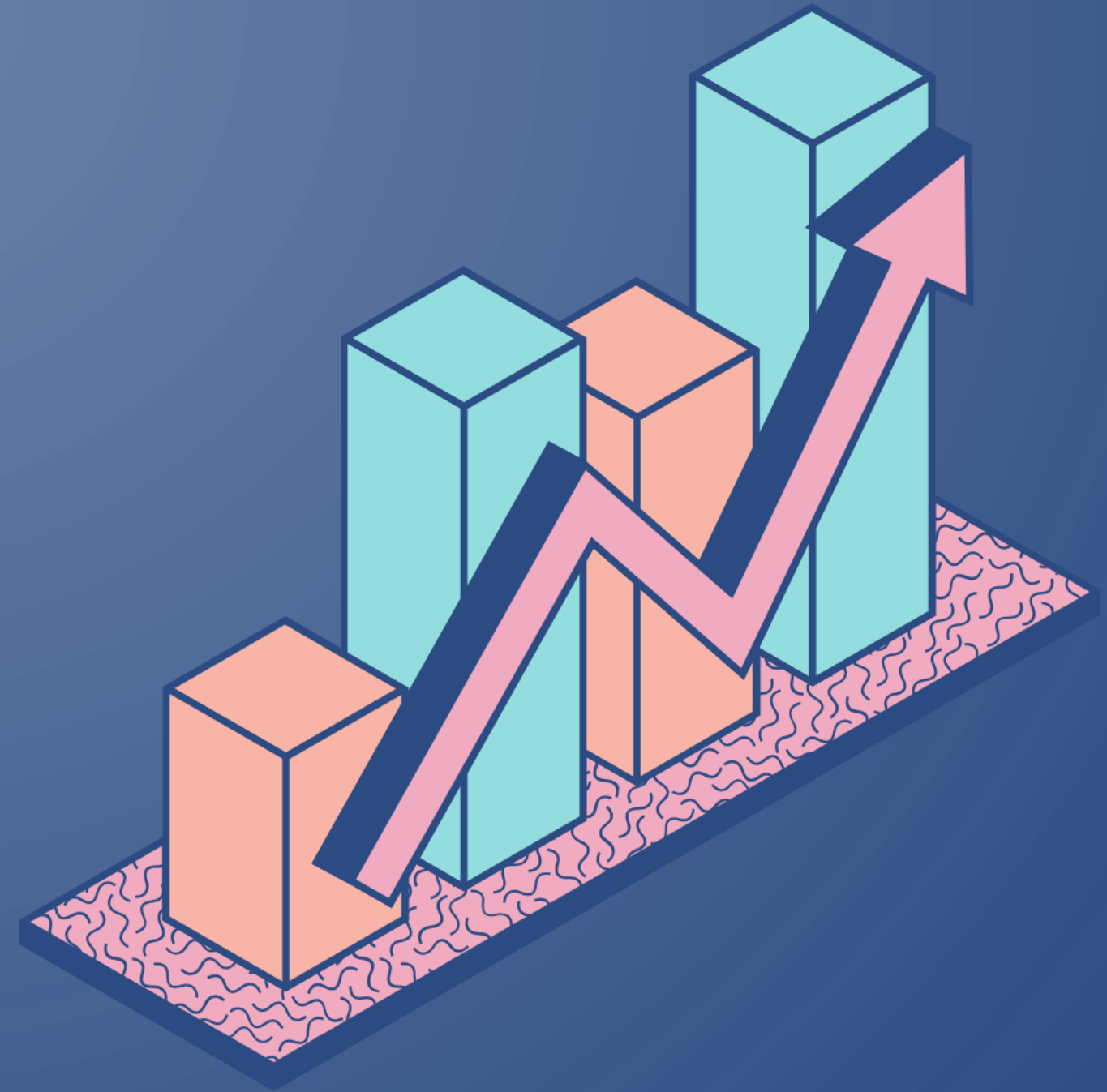
### Mission Statement:

To serve City of Milwaukee residents by maintaining strong fiscal oversight and delivering transparent, accurate, and timely financial services, while providing exceptional customer service to City of Milwaukee departments and other agencies which directly serve the public.

Fraud Hotline information is available on the Comptroller's Webpage



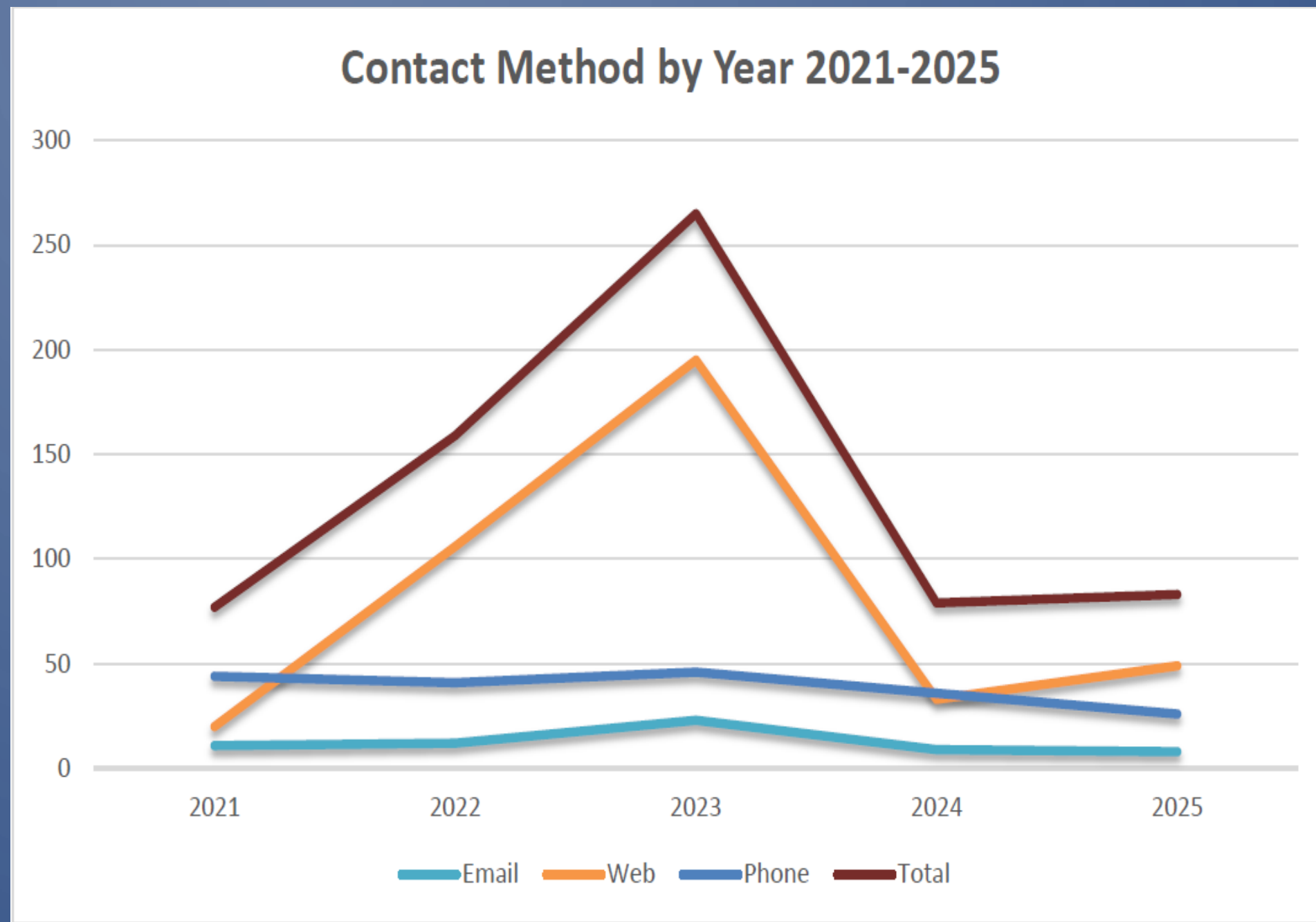
# 2021-2025 Statistics



# Total Complaints

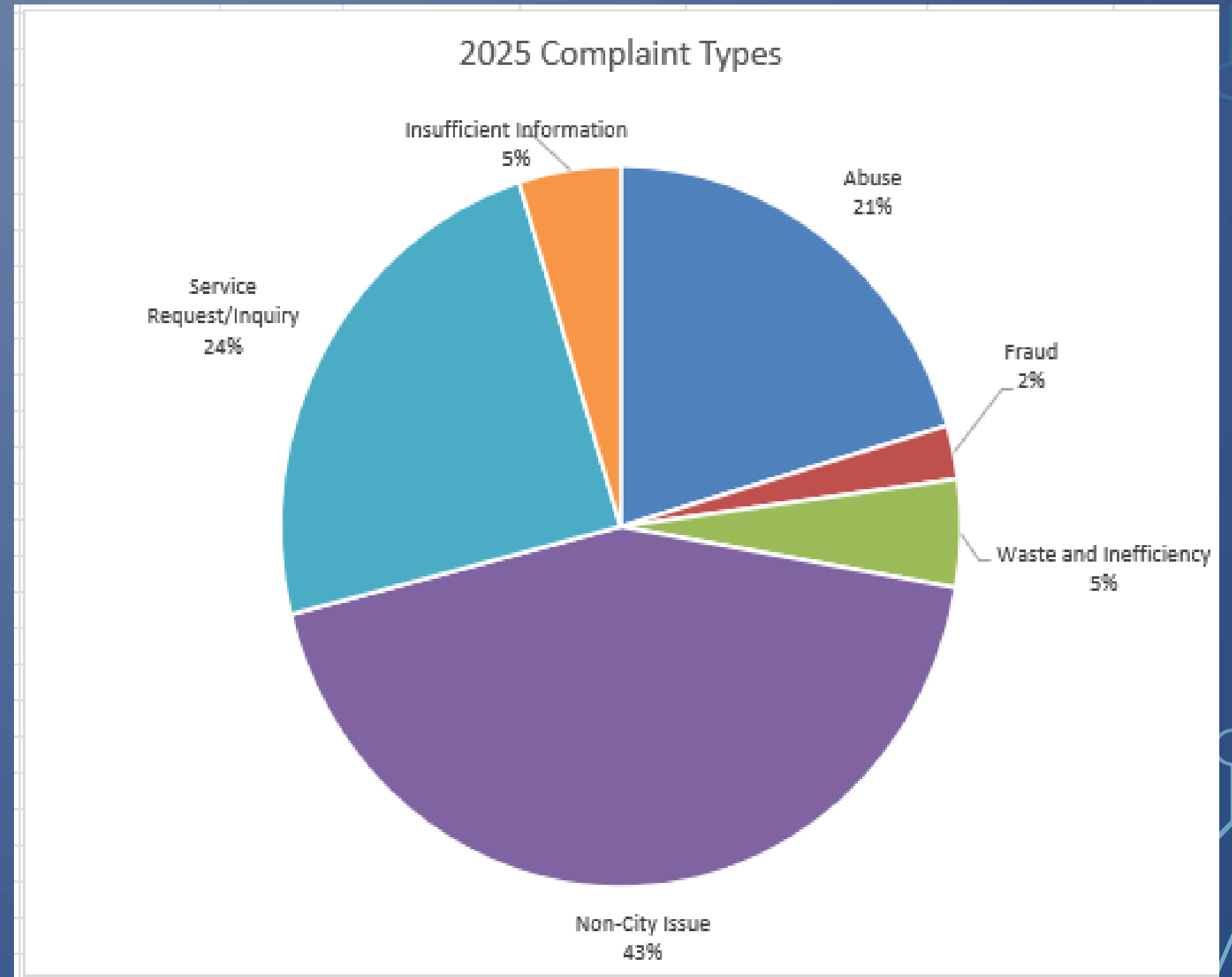
- 2025 had 83 complaints of which 14 were actionable.
- Web was the most common form of contact.

Contact Method by Year 2021-2025



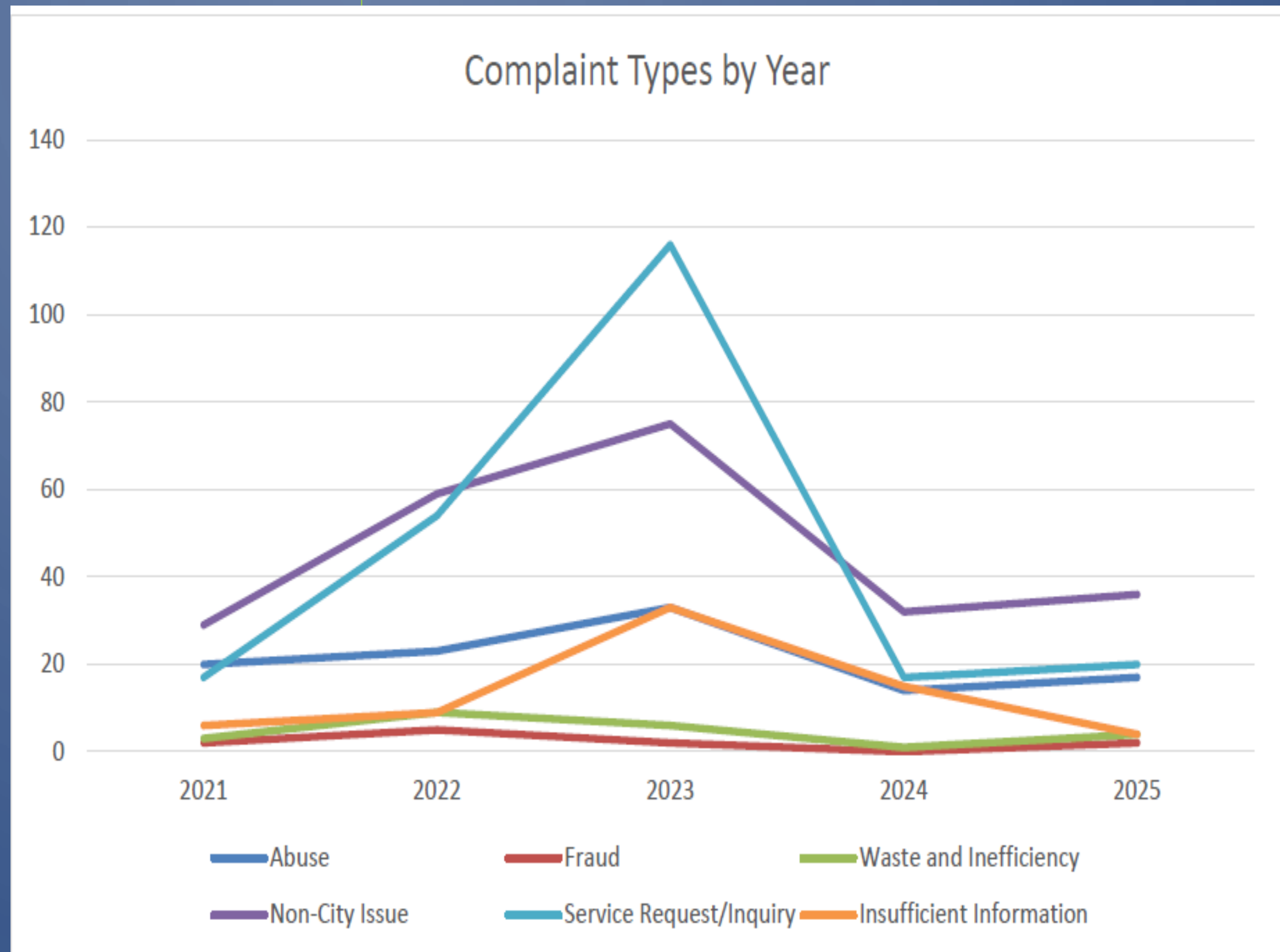
# Complaint Types

- Abuse accounts for 21% of the total complaints
  - Personal use of property
  - Employee conduct
- Non-City Issues are complaints that do not relate to the City of Milwaukee
  - The Hotline refers the complainant to the appropriate agency (e.g., MPS, Milwaukee Co, State of Wisconsin, etc.)
- Service Requests are complaints where the Hotline encourages the complainant to use Call for Action or Click for Action
- Insufficient information includes complaints the Hotline is unable to categorize due to lack of information and inability to follow up with complainant.



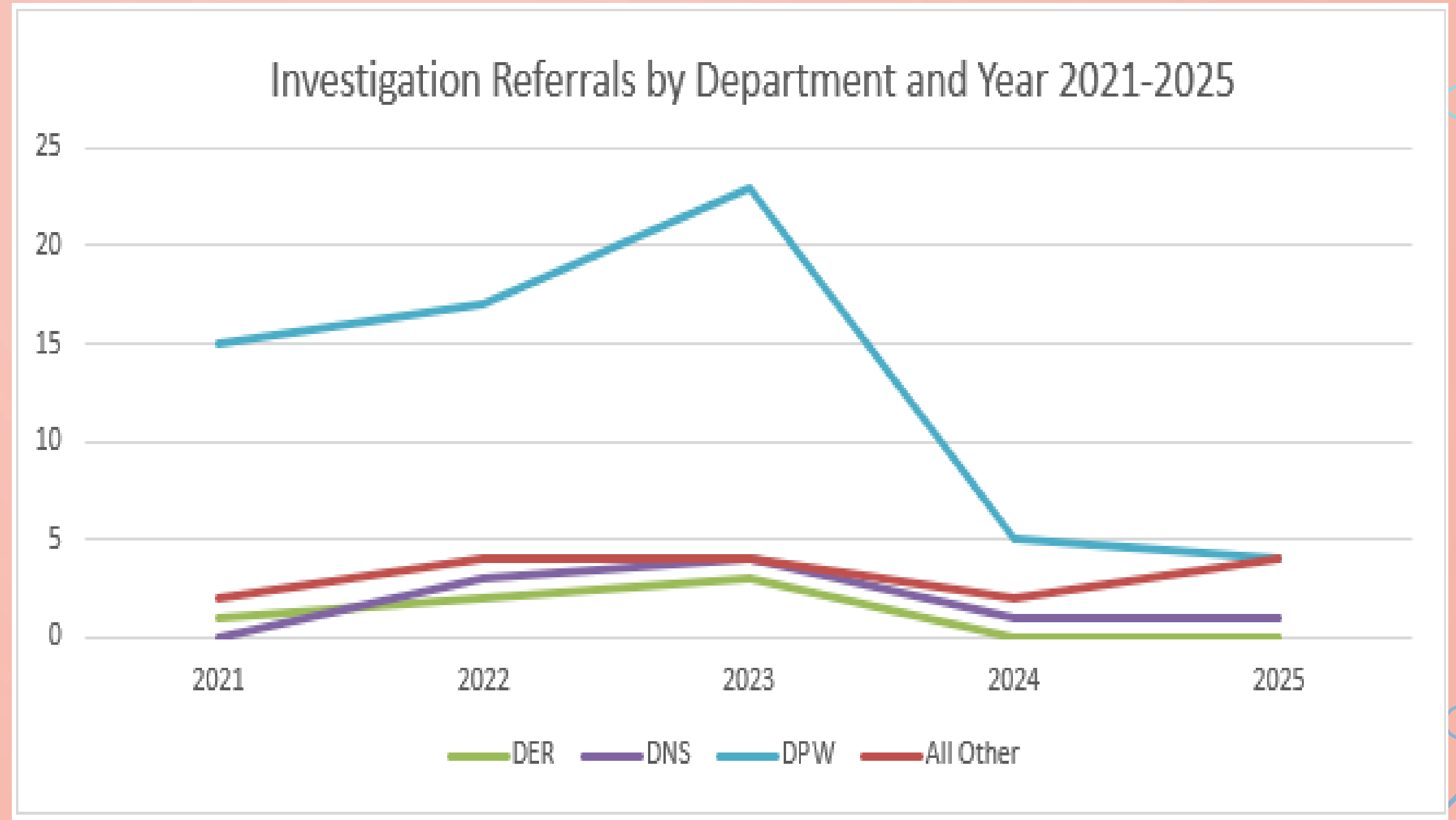
# COMPLAINT TYPE BY YEAR

- The most common complaint type falling within the Hotline's scope is Abuse, Misuse, and Misappropriation of City Assets.
- There were 17 Abuse, two Fraud, and four Waste & Inefficiency.



# Investigation Referrals by Department and Year

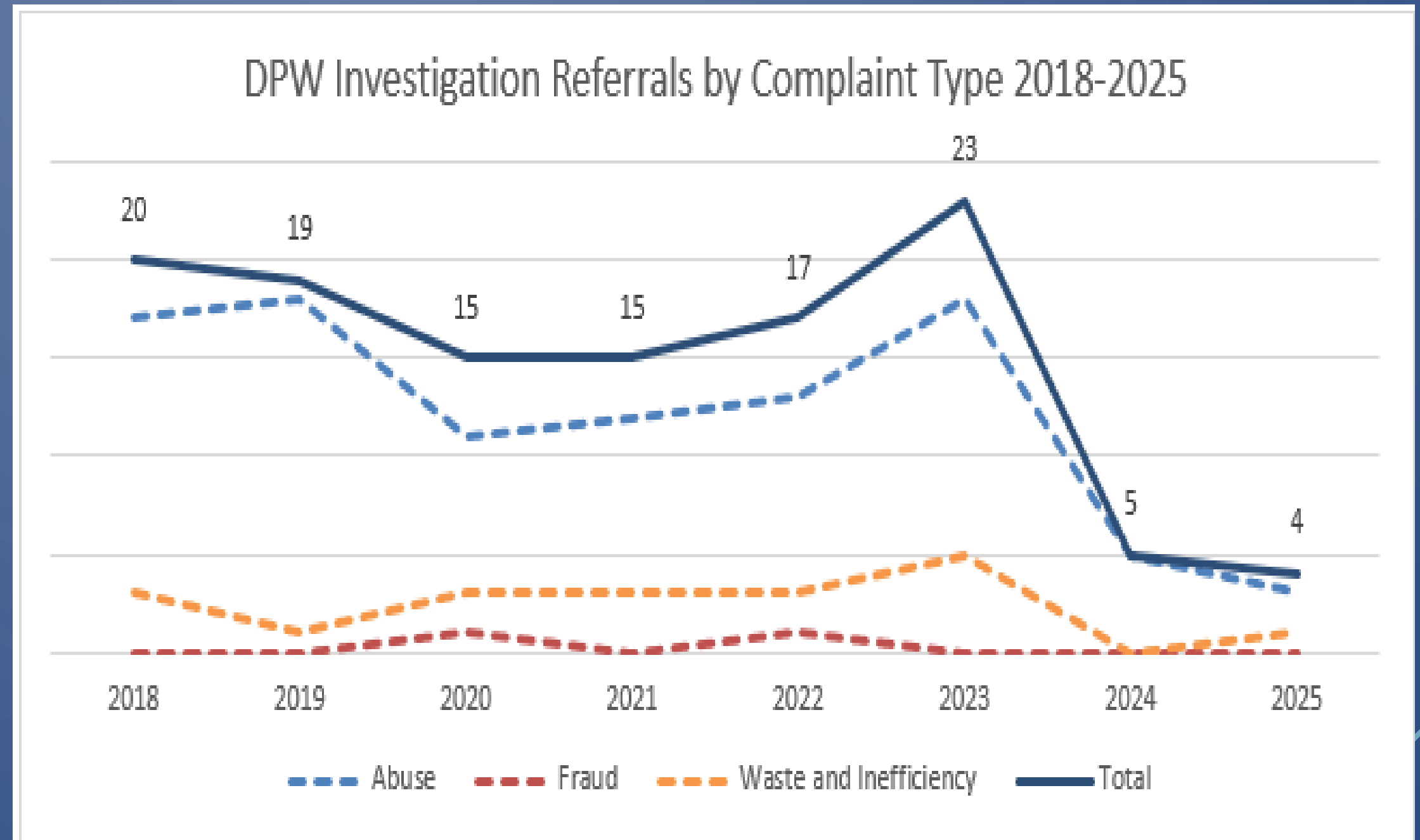
In 2025, investigation referrals were distributed across multiple departments rather than concentrated in one service area.



# DPW Investigation Referrals by Complaint Type

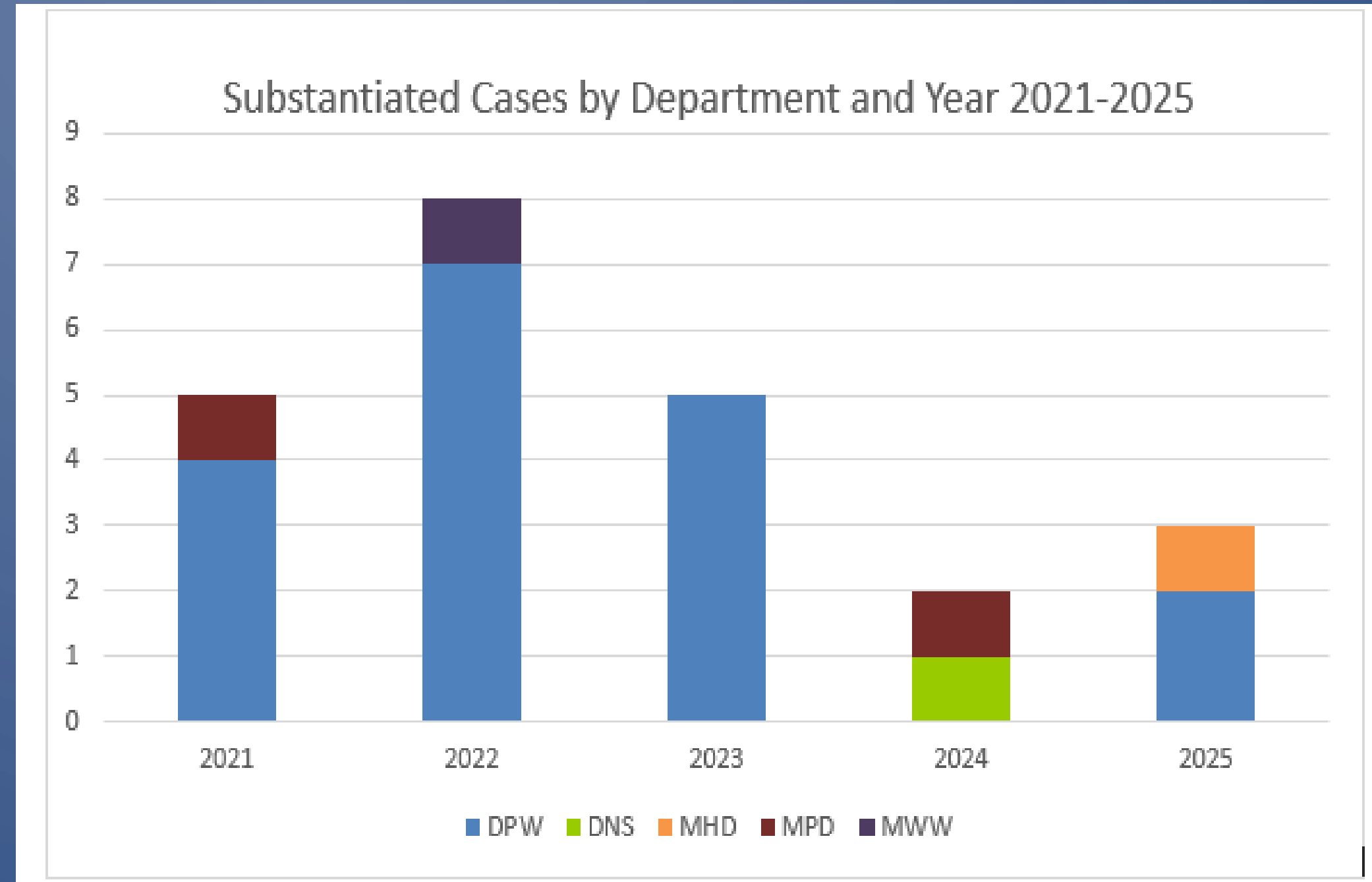
The significant drop in investigation referrals can be attributed to several factors:

- Effectiveness of Click-for-Action helping DPW resolve issues and preempting resident complaints to the Fraud Hotline
- DPW management has sustained their success in addressing employee behaviors that may lead to complaints.



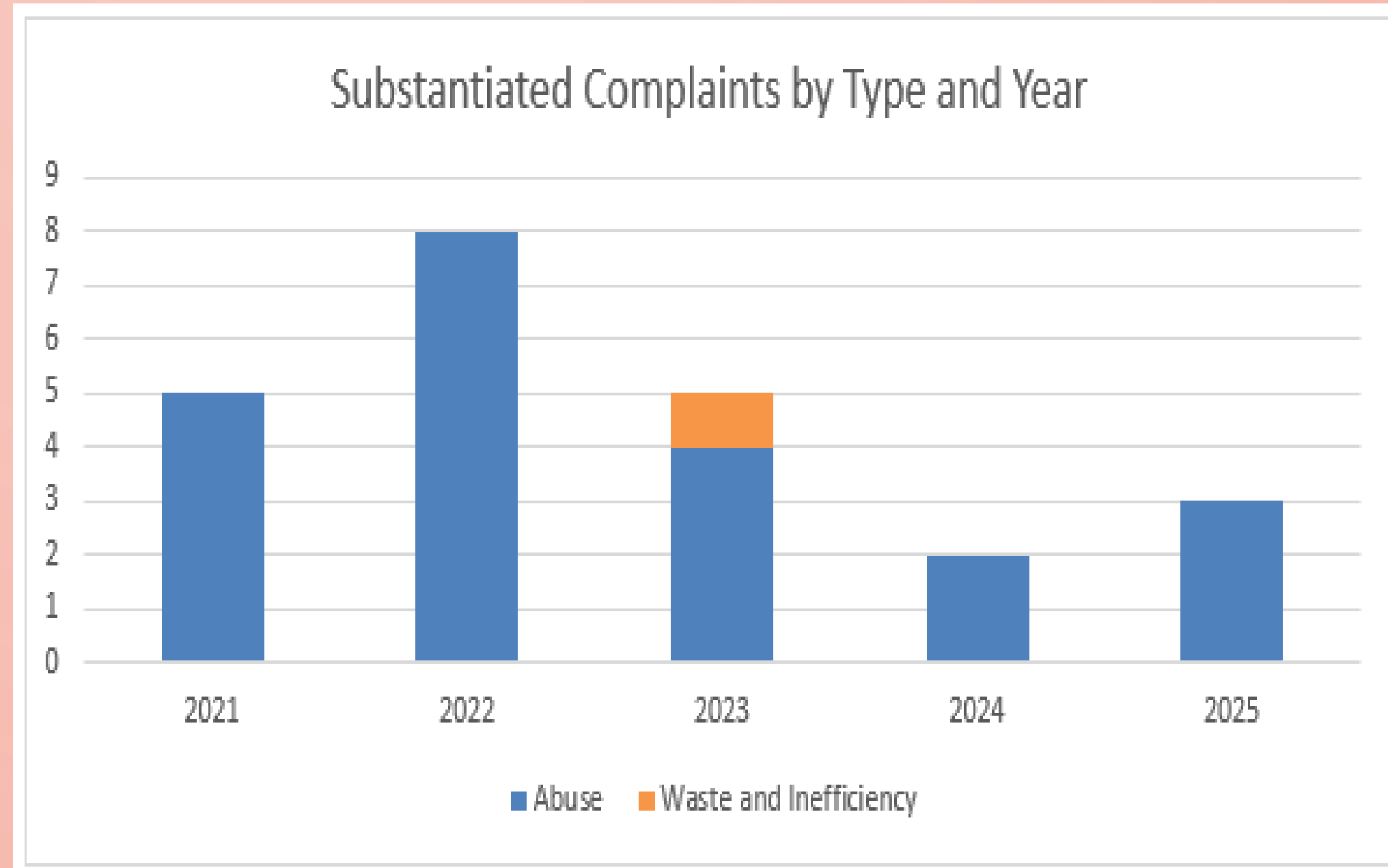
# Substantiated Complaints by Department

In 2025, DPW had two substantiated complaints and MHD has one substantiated complaint.



# Substantiated by Type

- Abuse continues to be the most common type of substantiated complaint
- No cases of waste or fraud were found to be substantiated



# LOOKING AHEAD

In 2026, Internal Audit plans to continue expanding collaboration with local and regional partners to strengthen referral pathways and improve coordination.

The Hotline remains an important tool for promoting efficiency, continuous improvement, and public confidence in City operations.

The Hotline team will continue using trend information to support effective resolution of concerns and improve the employee and resident experience.

# Thank you!

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