

1.4 Investigative Services

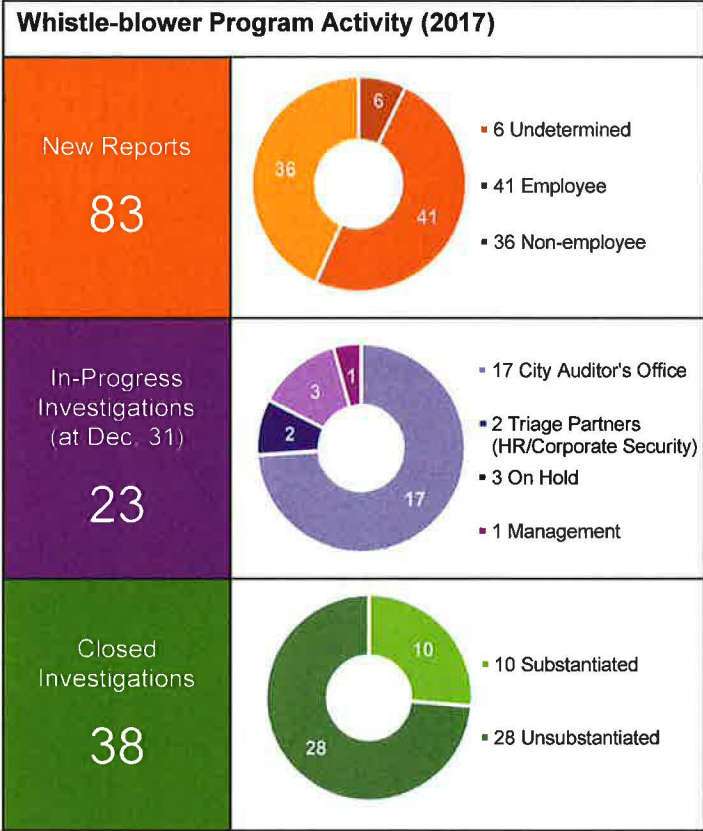
During 2017, the Whistle-blower Program (WBP), which is independently operated through the CAO, received Whistle-blower reports from employees and Calgarians pertaining to concerns regarding City employees and/or operations at a volume level consistent with prior years. Report activity is positively regarded as an indication that awareness of the WBP, and employee confidence to report concerns, is widespread across the organization.

Procedural enhancements and efficiencies applied in 2016 continued to support more timely assessment and response to reported concerns during 2017, resulting in:

- ✓ 81% decrease in outstanding WBP files from prior years
- ✓ 38% decrease in open files carried forward to 2017 compared to prior year

2017 also presented the WBP an opportunity to reflect on ten years of operation since its implementation by Council policy. This retrospective look of the program's operations and activities confirmed that:

- ✓ The WBP is operating effectively
- ✓ Key phases/outputs of the WBP process are aligned and trending with recognized best practices
- ✓ The WBP provides added value to The City and to Calgarians



As illustrated below, WBP activity during the 10-year period ending June 30, 2017 has resulted in:

