

OFFICE OF THE INSPECTOR GENERAL CITY OF BALTIMORE



Isabel Mercedes Cumming
Inspector General

Investigative Report Synopsis

OIG Case # 19-0059-I

Issued: July 12, 2019



OFFICE OF THE INSPECTOR GENERAL
Isabel Mercedes Cumming, Inspector General
City Hall, Suite 635
100 N. Holliday Street
Baltimore, MD 21202



July 12, 2019

Dear Citizens of Baltimore City,

The Office of the Inspector General (OIG) received a complaint relating to management issues in the Department of Transportation (DOT). The complaint alleged a manager publicly humiliated and demeaned DOT employees, which ultimately had a negative effect on DOT operations.

The mission of the OIG is to promote accountability, efficiency, and integrity in City government, as well as the investigation of complaints of fraud, financial waste, and abuse in City government. For this investigation, the OIG interviewed over 50 current and former DOT employees, employees of other City and State agencies, and private sector employees, all of whom had contact with DOT administration. An overwhelming number of those employees described instances where the manager engaged in demeaning behavior toward DOT employees. Witnesses provided examples where the manager made statements in meetings which diminished the expertise and experience of DOT employees. The manager referred to the employees as unqualified and questioned their professional judgment during meetings. Witnesses reported the manager's criticism of DOT employees often exceeded the bounds of professional conduct, bordering on personal attacks. Witnesses said the manager threatened the job security of senior DOT staff.

Past and current employees report the manager's behaviors led to an increase in turnover of managers at DOT. This information was supported by data obtained by the OIG. It was reported the toxic environment at DOT led to increased stress amongst employees, which impacted attendance and professional performance. Employees reported the toxic environment affected their physical and mental health. The manager chose not to speak with OIG as part of this investigation.

In a response from Mayor Young, he noted the manager is no longer employed by the City of Baltimore.

Sincerely,

Isabel Mercedes Cumming, Inspector General
Office of the Inspector General

Cc: Hon. Bernard C. "Jack" Young, Mayor of Baltimore City
Hon. Brandon Scott, President, City Council
Hon. Joan M. Pratt, Baltimore City Comptroller
Honorable Members of the Baltimore City Council
Hon. Andre M. Davis, City Solicitor
Steve Sharkey, DOT Acting Director

REPORT FRAUD, WASTE AND ABUSE

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