

OFFICE OF THE INSPECTOR GENERAL CITY OF BALTIMORE

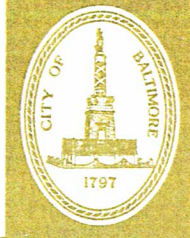


Isabel Mercedes Cumming
Inspector General

Investigative Report Synopsis

OIG Case # 2018-0846

Issued: July 26, 2018



July 26, 2018

Dear Citizens of Baltimore City,

The Office of the Inspector General (OIG) conducted an investigation regarding maintenance of Automatic Vehicle Location (AVL) services for vehicles no longer owned by the City of Baltimore. The initial issues raised in the case concerned the waste of agency funds.

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. The City of Baltimore contracts with a vendor to provide AVL services for City vehicles. City agencies pay \$19.99 per month for each vehicle equipped with AVL. This price includes leasing of the AVL hardware, as well as vehicle monitoring services.

The OIG investigation discovered AVL services were maintained in 34 vehicles removed from the City fleet and auctioned during the last five years. It was learned the AVL hardware installed on these vehicles was not removed by the Department of General Services (DGS) during the decommissioning process. As a result, City agencies incurred a total financial loss of \$13,413.29; City agencies paid for 671 months of AVL tracking services after the vehicles were sold at auction.

The OIG recommended better oversight of the vehicle decommissioning process by the DGS. It was also recommended that each City agency with AVL equipped vehicles determine whether they are still paying for AVL services for vehicles no longer part the City fleet. Lastly, the OIG recommended a full inventory of the tracking devices allotted per the base agreement with the vendor.

Management agreed with the OIG recommendations and instituted the following corrective actions:

- DGS established an additional safeguard to ensure AVL hardware is located and removed during the vehicle decommissioning process.
- DGS conducted an audit of the 1,590 City vehicles that maintained AVL tracking services. As a result of the audit they found four additional vehicles that were sold but still maintained tracking services.
- Technicians involved in the installation and removal of AVL hardware received refresher training in the need to be diligent when searching for the hardware in vehicles being prepared for disposal.

- DGS notified all City agencies with AVL equipped vehicles of the need for regular reviews of their invoicing to ensure they are only paying for services on vehicles still in active service. DGS also advised in this notification of training available regarding the AVL system.
- DGS will contact the owners of the former City vehicles and request permission to remove the AVL hardware. Where this is not possible, DGS will work with the vendor to follow protocol already in place that requires DGS to pay the vendor for the unrecovered hardware.

The OIG would like to thank the Department of General Services, as well as the City Law Department, for their cooperation and assistance in this investigation.

Sincerely,

A handwritten signature in blue ink, appearing to read "Isabel Mercedes Cumming". The signature is fluid and cursive, with a long, sweeping tail that extends to the right.

Isabel Mercedes Cumming, Inspector General
Office of the Inspector General

Cc: Hon. Catherine E. Pugh, Mayor of Baltimore City
Hon. Bernard C. Young, President, City Council
Hon. Joan M. Pratt, Baltimore City Comptroller
Honorable Members of the Baltimore City Council
Hon. Andre M. Davis, City Solicitor