

Department of Finance

Response

Case # 23-0032-I

FROM

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SUBJECT	OIG Case: #23-0032-1 DOT Right of Way Permit Billing

CITY of
BALTIMORE



M E M O

TO: Isabel Mercedes Cumming
Inspector General
Office of the Inspector General

DATE: September 26, 2023

Subject: OIG Case: #23-0032-1 DOT Right of Way Permit Billing

This memo is in response to the investigative findings for a complaint received from a independent contractor regarding billing for Right of Way permits. The Department of Finance appreciates the opportunity to provide a response.

The Department of Finance concurs with the recommendations and has already begun steps to enhance the billing process. Beginning in late 2022, the Bureau of Accounting and Payroll Services (BAPS) established a dedicated accounts receivable manager position, the previous manager was responsible for both accounts receivable and accounts payable which resulted in workload challenges. BAPS has been reviewing established practices and Workday best practices to ensure that there are no gaps in billing practices. This includes a review of the request process for invoices, to see if the Workday request framework could be a helpful tool in minimizing billing gaps. See the below responses for [REDACTED] specifically.

[REDACTED]
As of September 15, 2023, BAPS has created bills to [REDACTED] for all known ROW Permits that were either improperly billed and unpaid or unbilled. DOT and BAPS continue to discuss ways to track and manage [REDACTED] in Workday and obtaining timely payment from [REDACTED]. DOT is currently having [REDACTED] pay via check and recording via a cash sale in Workday. Though not ideal, it assures payment by [REDACTED] of each ROW issued.

Going forward BAPS and DOT will make the following updates to our processes:

- DOT will adjust the ROW billing to ensure that [REDACTED] is part of the name for the Applicant(payor) on the ROW to assist in both research and accurate billing,
- BAPS will update the current customer files for both the [REDACTED] naming convention, and
- DOT will provide an email for [REDACTED], which BAPS will add to the customer profiles.

[REDACTED]
BAPS has defined for ROW permits one profile which adheres to [REDACTED] requirements. Blanket permits' language was updated and [REDACTED] was properly billed for each invoice. [REDACTED] has paid for the larger blanket permits. However, for the individual ROW fees, [REDACTED] has been making some payments, but not consistently for billed fees.

[REDACTED] DOT and DOF will meet in October 2023 to discuss the reason for the lack of payment on open bills and develop a written workplan by December 2023 to outline next steps and defined responsibilities.