

CITY OF BALTIMORE

BERNARD C. "JACK" YOUNG, Mayor



DEPARTMENT OF GENERAL SERVICES

800 Abel Wolman Municipal Building
200 N. Holliday Street
Baltimore, Maryland 21202

July 8, 2019

Isabel Mercedes Cumming, Inspector General
Baltimore City Hall
100 Holliday Street, Room 640
Baltimore, MD 21202

RE: **OIG Management Alert (related to Security Breach and OIG Case #2018-0857)**

Dear Ms. Cumming,

The Department of General Services (DGS) received a copy of your memo on the above referenced Case and subsequent incident. We have spent the past month having discussions (both internal and with other agencies) on how best to address this matter in a way that provides lasting results. The safety and security of the City staff in, and visitors to, City buildings is something that we take extremely seriously. In this response we will highlight the recent changes that have been put in place, forthcoming short-term solutions and the long-term options that we are researching and pursuing.

Recent Changes

Over the last several years DGS has made improvements to the downtown building campus and other buildings under DGS purview that are occupied by city agencies, as well as non-city entities, outside of the downtown footprint. These changes have included the following:

- The addition of 200+ security cameras.
- The addition of access control across the buildings in key areas.
- Capabilities for guard locations to view interior and exterior building cameras.
- Exterior foot patrols of the downtown campus to enhance presence and provide better response to exterior issues.
- The creation of a security command center to enhance 24/7 viewing of cameras for the entire DGS building portfolio as well as assist Rec and Parks on a couple of key locations. Security staff will also provide escort to parking areas when requested by building staff.
- The introduction of Visitor Pass Plus to the four key downtown (City Hall, Abel Wolman, Harry Cummings and Benton) buildings. This software houses visitor information for 30 days and flags "barred" individuals, with the information being shared at all four buildings.

In the past month, we have taken the following additional steps:

- Worked with our security company vendors to review and update their protocols on responding to incidents and validating the identification of all employees and visitors entering the City buildings in which they are deployed.
- Procured stanchions for deployment in the 4 buildings to better direct traffic and ensure that all employees and visitors must walk up to and past a security guard station upon entry.
- Received a quote from the security company vendors for additional security personnel who will within the next few weeks be stationed at the 4 buildings to provide additional coverage and patrol capability.
- Met with the Department of Public Works (DPW) leadership to discuss this particular incident, but more importantly the opportunities that exist for our two agencies to work together on improving the security of the Abel Wolman (and by extension other City buildings) and performing an assessment of the use of space as it pertains to access for the members of the public.



- Initiated conversations with the Department of Human Resources (DHR) on procedures related to the termination of individuals (particularly in cases where the circumstances of the termination are of concern to the agency) and DGS's notification in those cases.
- Met with the Mayor's Office of Emergency Management (OEM) to discuss the availability of funding (grant or otherwise) for the purchase of magnetometers for use at the building entrances.

Short-term Changes

Over the next few months, DGS will work on creating a building security campaign and educational outreach effort. We will compile materials for managers and for employees on the following:

- See something, Say something – the need to report suspicious behavior
- Access Control – not permitting or assisting employees who don't have the proper authorization to access specific areas of the work place
- BMOREAlert notification system – signing up to receive notification of incidents at work

Over the next few weeks, the four main downtown campus buildings (excluding City Hall) will be physically reconfigured to allow for an additional security presence closer to the main doors, in addition to the existing security guards in the lobbies.

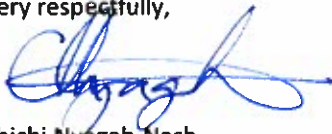
Long-term Changes

As we enter new (or renew existing) leases with our tenant agencies, we will incorporate discussions related to their security needs and concerns.

As we engage our customer agencies in further conversations about our building security needs, we are certain that there will be additional improvements (physical, organizational cultural and procedural) that will occur. We are committed to addressing this with urgency in order to avoid a repetition of the incident that brought the matter to light.

If you have any questions at all, please feel free to call me.

Very respectfully,



Chichi Nyagah-Nash
Acting Director, Department of General Services

Cc: Kimberly Morton, Mayor's Chief of Staff
Hon. Andre M. Davis, City Solicitor
Rudolph S. Chow, Director, Department of Public Works