

**Comptroller's Response**  
**April 2, 2020**

Case # 20-0019-I

**FROM**

Name & Title	Henry J. Raymond, Director <i>HJR</i>
Agency Name & Address	Department of Finance 100 N. Holliday Street Baltimore, MD 21202
Subject	Management Alert OIG Case 20-0019-I

**City of  
Baltimore  
MEMO**



Date: April 8, 2020

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

Attached please find the response prepared by the Office of the Comptroller. Any questions regarding the Comptroller's response should be directed to the Office of the Comptroller.

COMPTROLLER

JOAN M. PRATT, CPA  
Room 204, City Hall  
Baltimore, Maryland 21202-3461



OFFICE OF THE COMPTROLLER

Department of Audits  
Department of Real Estate  
Municipal Post Office  
Municipal Telephone Exchange  
Harbor Master

April 2, 2020

Mr. Henry Raymond, Director  
Baltimore City Department of Finance  
Room 469, City Hall  
100 N. Holliday Street  
Baltimore, Maryland 21202

Dear Mr. Raymond:

Thank you for forwarding the Management Alert OIG Case: 20-0019-1 to my office. We carefully reviewed the Management Alert OIG Case: 20-0019-1 and found that the information reported on uninstalled lines and billings of agencies for service not performed is inaccurate. Our response provides an explanation of this position.

Sincerely,

A handwritten signature in cursive script that reads 'Joan M. Pratt, CPA'. The signature is written in black ink and is positioned above the printed name and title.

Joan M. Pratt, CPA  
Comptroller

**DEPARTMENT OF COMMUNICATIONS  
SERVICES**

**RESPONSE**

**Management Alert OIG Case: 20-0019-1**

This is in response to the Management Alert OIG Case: 20-0019-1 referred by the Office of the Inspector General (OIG) to the Director, Department of Finance and a copy sent to Comptroller, Joan Pratt, on March 11, 2020.

The OIG reported receiving a complaint related to irregular billing practices by the MTE, the investigation is ongoing. During the investigation, the OIG also reported finding billing concerns that require the immediate attention of the Department of Finance.

On March 2, 2020, the OIG reported discovering a spreadsheet listing Voice Over Internet Protocol (VoIP) lines billed to City agencies but reportedly never installed by MTE (Exhibit 1). According to the OIG, the VoIP spreadsheet was analyzed, and confirmed 240 VoIP lines were never installed, however City agencies were billed for the lines. The OIG report further stated, from September 2017 through February 2020 it was determined that City agencies have reported payments of approximately \$123,543.85 for the 240 VoIP lines that are currently not in service. The OIG reported to have verified the 240 VoIP lines were not in service by calling them directly.

**(a) The OIG reported receiving a complaint related to irregular billing practices by the MTE.**

As a result of billing irregularities when billing was controlled and managed by Verizon under the Centrex system, an integral part of the implementation of VoIP was the procurement of an effective billing system that could be controlled and managed by the MTE. The MTE procured Win Bill to use as its billing platform. Therefore, MTE billing is more accurate today with VoIP. However, accuracy in billing is dependent upon agency Telecom Coordinators providing timely service requests including requests for changes, adds or moves of telephone equipment. Regular review of the monthly bill as described below is imperative for the agencies.

All City agencies have assigned Telecom Coordinators and budget analysts. The Telecom Coordinators have been provided training on the City's billing platform (Win Bill) which is hosted online. They also have ability to review their departmental monthly bills, and request/pull various reports. The billing system is real-time and agencies can review their bills as far back as to when the system was implemented. The Telecom Coordinators have further been advised that, final monthly bills are only available after the 5<sup>th</sup> of the month. Occasionally, the MTE receives inquiries on billing questions and these issues are addressed with the responsible agency.

**(b) On March 2, 2020, the OIG reported discovering a spreadsheet listing VOIP lines billed to City agencies but never installed by MTE.**

Although the OIG said it reported discovering a spreadsheet listing VoIP lines billed to City agencies but not installed, as part of MTE's internal controls we started reviewing traffic on VoIP lines without activity on February 7, 2020. The lines in the OIG's exhibit 1, show a spreadsheet with 20 different City agencies, the bill number, budget number, bill description and charges.

On or about February 7, 2020 a member of the MTE technical staff conducting internal technical controls notified management on findings during a traffic review. The VoIP technical support staff noticed VoIP lines on the network and without traffic activity. The VoIP staff member was directed to conduct a detailed review and determine how many lines are reported inactive. A final report showed 359 inactive lines. Some have been installed for testing over the course of VoIP implementation and are not being billed to any agency. At the direction of Management, the staff brought the findings to the attention of the billing supervisor.

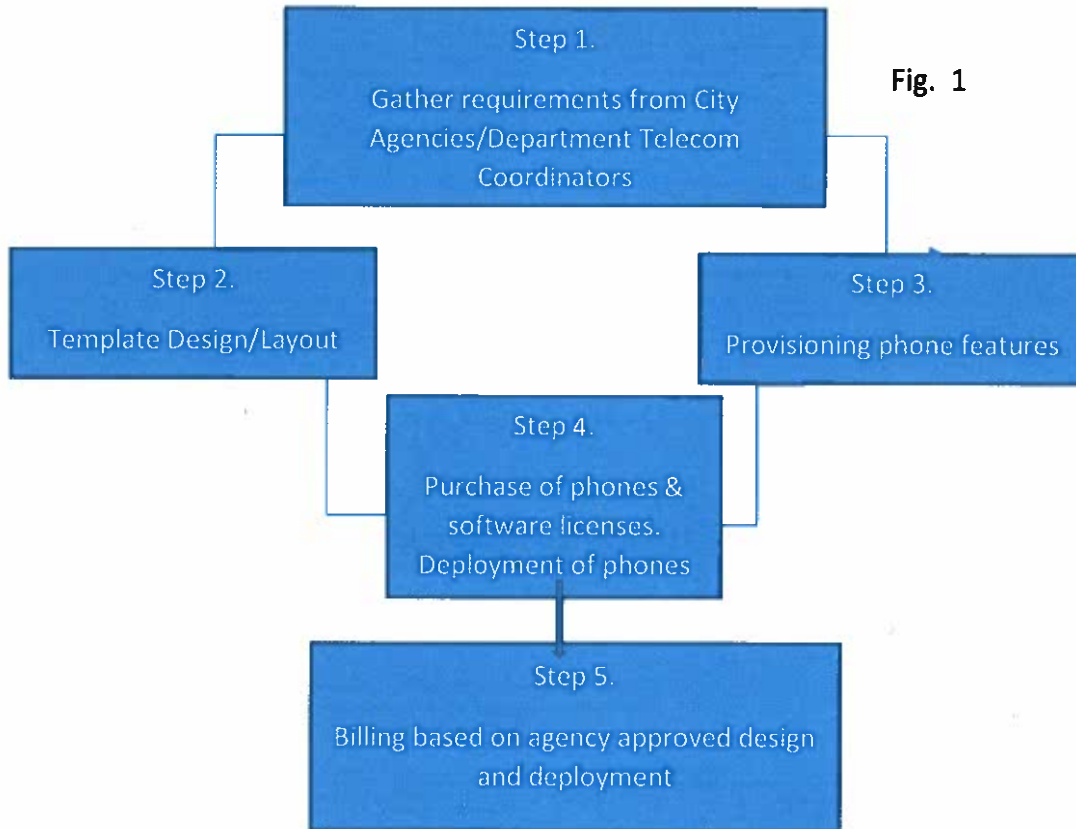
On February 11, 2020, 2:59 PM an email attachment was sent to MTE billing supervisor with 359 lines (Exhibit M-1.) for billing review. The MTE billing supervisor marked each line off and updated the billing system before end of February 2020. At the end of February, billing was suspended for most of these lines pending final technical review and audits with the respective agencies.

According to the OIG's Management Alert, 240 (MTE counted 203) VoIP lines were reported billed to City agencies but never installed. As shown on the process flow for implementing VoIP and billing (Fig.1) below, the first step in VoIP implementation is requirements gathering and analysis. During this step, Mitel engineers meet with each City agency/department to find out their requirements for the new phone system. Based on MTE records 157 lines out 203 on the reported OIG listing were originally installed by Mitel based on agency requirements. The MTE is still in the process of reviewing records to identify the remainder of the 46 lines. It is important to note that once requested services are installed and accepted by the agency Telecom Coordinators, billing is initiated whether the lines are used or not.

The Telecom Coordinators do have a user's group forum (Baltimore Telecommunications Users Group) BTUG, that has been in existence for three years. This user group meets quarterly in the City to discuss telephone issues, new service features and best practices for Telecom Coordinators. One of the paramount best practices is for agencies to request the MTE to move, add or change to telephone equipment or a service. Some agencies have neglected to submit a request to the MTE for moves, adds or changes to telephone equipment and/or to managing their telecommunication monthly bills. It is the responsibility of each City agency to review its monthly telecommunication bills, report any suspected errors or discrepancies in requested services to the MTE, and request an adjustment or credit, if applicable. As discussed below, some of the alleged overbilling resulted from agencies not following documented procedures for services adds/deletes (moves, adds or changes).

## Process workflow for implementing VoIP and billing:

The chart below shows the various steps.



### (c) Reported physical Audit of OIG's VoIP listing of 203 lines:

MTE technicians were tasked to conduct a random physical audit of some of the lines and offices in the OIG listing. Technicians subsequently found:

1. VoIP phones packed in boxes (Police department)
2. One Comptroller's office VoIP phone was disconnected due to office re-arrangement
3. One phone on DPW Director's office alternate desk was moved and not found
4. Other agencies had VoIP phones disconnected from the wall jacks.

If properly managed, one of the benefits of VoIP is the ability to move phones to a different location. However, the MTE must be involved through a Telephone Service Request and one of the MTE Techs will move the phone or unplug. Despite official notifications from the MTE advising users not to move their phones because of E911 requirements, some agencies move or unplug phones. Sometimes this occurs after an employee is no longer employed by the agency. The agencies have stated it is their intention to have the

equipment available, when they need a phone in THE future. However, the agency incorrectly assumed that by unplugging a phone the agency would not be billed. Phones/lines programmed in the VoIP system use system resources and licenses for which MTE pays, and for which agencies are billed. Therefore, following established procedures will lessen the likelihood of an agency being billed for service. Telecom Coordinators have been trained on the proper procedures to request, add/remove services. The unintended actions of end users unplugging phones from the network without the purview of the agency Telecom Coordinator raises technical and billing issues.

As part of our internal controls and audit following the OIG's management alert, we further contacted agency Telecom Coordinators with the listing from the OIG and advised them to issue immediate orders to disconnect lines they no longer need. Responses received include one response from the DHCD stating they had several lines in one location which is now occupied by the Health department. A response from DPW advised a conference room phone (410-396-1095) needed by the office of Safety and Training is unplugged, and should not be suspended or disconnected.

**(d) Reported Bill Creation Date and Months Billed:**

The OIG presented a report showing bill creation date and months billed. The report shows several lines for the Baltimore Police Department (BPD) billed for 28, 26, 18 months. Due to infrastructure and prevailing security issues, the first set of VoIP lines for BPD were installed on 12/17/18 (14 months). It therefore suffices to say, if a number was called and it indicates not in service such as the line at the Comptroller's office which was disconnected from the wall during office changes, it is incorrect to assume the line has been offline since it was installed. Again, simply unplugging a phone does not stop the billing.

**(e) The OIG reported verifying lines that were not in service by calling them:**

Unlike a traditional plain old telephone (POTS) or analog line from the telephone carrier which often has a recorded intercept to indicate "this line is disconnected or not in service", VoIP calls within the City' internal VoIP network do not have intercept announcements. A VoIP line is a data line and when called, it will ring continuously if there are multiple rollover lines on the set or it goes to voice mail. Calling a line that has been unplugged will indicate "not in service". It is the responsibility of each agency to provide requirements for phones to be installed. If that phone had been installed but never used (or unplugged) it could be misinterpreted as "never installed". A more reliable test for a VoIP line indicating a "not in service" condition would be to conduct a thorough traffic analysis and intrusive testing. Again, simply unplugging a phone does not stop the billing or use of VoIP system licenses/resource.



## **Background on VoIP Implementation:**

The City of Baltimore initiated the Telecommunication Improvement and Procurement project to accomplish several objectives: technical, financial, and operational.

1. First, the City needed to modernize its telecommunications systems serving City agencies and the public. It was using proven, but 20<sup>th</sup> century technology that had been in place for decades with minimal upgrades. The technology supported by Verizon did not provide many of the features, functions, and applications the City needed to address its growing business and Citizens requirements.
2. Second, the City aimed to reduce the costs of its telecommunications services. It had been paying monthly recurring costs to Verizon for years for a relatively static and legacy system. In addition, the Verizon billing system was overly complex and cumbersome resulting in frequent monthly billing errors. This complexity necessitated continuous audits for credits back to the City. In addition, the Verizon address database was found flawed with errors of wrong service addresses and quantities.
3. Third, the City wanted to decrease its reliance on multiple service vendors that focused on their priorities, rather than those of the City.

The VoIP implementation has resulted in positive impacts on all three of the original objectives. New advanced communication features have been deployed to City agencies and staff. The City has reduced its reliance on communication vendors and is now in more control of critical operational communications infrastructure. City finances along with MTE's budget have been positively impacted with the ongoing VoIP implementation. Overall, billing/physical audits and optimization efforts of Verizon services have continued as increasing number of City agencies are consolidated into the VoIP architecture. As of March 31, 2020, approximately 8649 VoIP lines have been installed across the City enterprise.

## **Conclusion:**

The MTE thanks the OIG for presenting its management alert. We wish to conclude with the following remarks and observations.

1. The MTE is in the final stages of a time sensitive VoIP implementation. As an internal service, the MTE is mandated to collect payments from City agencies requesting VoIP or other telecom services to balance its annual budget.
2. Occasionally the MTE will make mistakes in billing either through human or computer error, but as soon as the MTE finds the error or is notified by a City agency, the issue is investigated, corrections made and credits applied through journal entries to the respective agency's billing account number.

3. MTE will resume billing for the 157 lines that did not bill in February until the respective agency telecom coordinator issues a Telephone Service Request form (TSR) AM 507-1-1 for such line/lines to be permanently disconnected. Based on station programming information provided by Mitel, the 157 lines are valid service requests.
4. The MTE recently acquired the Mitel Performance Analytics (MPA) software. The MPA software is an advanced tool that will assist MTE to troubleshoot and proactively monitor VoIP devices, measure network performance, and identify voice and network quality concerns. The MTE VoIP tool will also be available to respond to Telecom Coordinator requests to more quickly answer billing inquiries and confirm service/phone quantities and activities.
5. We will revise the administrative manual AM-507-1 (Municipal Telephone Service) and add a section on VoIP policy and online billing management. This will also include reminders to Telecom Coordinators that managing telephone services for their agencies is an active process, rather than a passive role.
6. We will continue to remind City agencies to review their monthly bills and offer additional/recurring training on WinBill to new telephone coordinators and budget analysts. We recognize training is a continuum and will ensure our billing team continues to provide administrative assistance to City agencies with any/all billing concerns and questions.

Finally, if the OIG had contacted the MTE before it began its audit process for the lines that were allegedly improperly billed, the internal controls as described above that allowed the MTE to independently identify this billing issue as well as information on its billing process would have been provided to the OIG. This would have resulted in a better understanding of how billing is determined, the proper manner to determine if lines are installed, whether they were billed properly, and therefore should not have resulted in a Management Alert.

Thank you for the opportunity to respond to this Management Alert.

EXHIBIT M-1 MTE VoIP TRAFFIC REPORT, FEBRUARY 2020

VOICE MAIL		PHONE EXT.	AGENCY	LOCATION	PHONE TYPE
1	FALSE	10023	N/A	TBA	6940 IP
2	FALSE	22222	N/A	TBA	5340e IP
3	TRUE	4	MOSH	1731 E Chase St	5330e IP
4	TRUE	13849	MTE	1401 Russell St.	5330e IP
5	FALSE	41044	BPD- Gun Offenders Reg.	4750 Mount Hope Dr.	5330e IP
6	FALSE	41045	BPD- Gun Offenders Reg.	4750 Mount Hope Dr.	5330e IP
7	FALSE	41046	BPD- Gun Offenders Reg.	4750 Mount Hope Dr.	5330e IP
8	FALSE	41047	BPD- Gun Offenders Reg.	4750 Mount Hope Dr.	5330e IP
9	FALSE	41068	Court Rm 445	111 N Calvert st	5330e IP
10	FALSE	41069	Court Rm 445	111 N Calvert st	5330e IP
11	FALSE	41076	Court Rm 445	111 N Calvert st	5330e IP
12	FALSE	41077	Court Rm 445	111 N Calvert st	5330e IP
13	FALSE	41078	Court Rm 445	111 N Calvert st	5330e IP
14	FALSE	41280	BPD	Western District	5330e IP
15	FALSE	41281	BPD	Western District	5330e IP
16	FALSE	41290	BPD	Western District	5330e IP
17	FALSE	41324	BPD	Western District	5330e IP
18	FALSE	41325	BPD	Western District	5330e IP
19	FALSE	41326	BPD	Western District	5330e IP
20	FALSE	41327	BPD	Western District	5330e IP
21	FALSE	41378	BPD	TBA	5330e IP
22	FALSE	41379	BPD	TBA	5330e IP
23	FALSE	41380	BPD	TBA	5330e IP
24	FALSE	41386	BPD	TBA	5330e IP
25	FALSE	49020	BCFD	TBA	5330e IP
26	FALSE	49306	Housing	417 E. Fayette	5330e IP
27	FALSE	49384	DPW	2695 W. Franklin	5330e IP
28	FALSE	49431	DPW	5030 Reisterstown Rd	5330e IP
29	FALSE	49432	DPW	5030 Reisterstown Rd	5330e IP
30	FALSE	49433	DPW	5030 Reisterstown Rd	5330e IP
31	FALSE	49434	DPW	5030 Reisterstown Rd	5330e IP
32	TRUE	49527	BCIT	401 E. Fayette Street 2nd Floor	5330e IP
33	FALSE	49586	BCFD	2249 Edmonston Ave.	5330e IP
34	FALSE	49903	Rec and Parks	1601 Pennsylvania Ave.	5330e IP
35	FALSE	49904	Rec and Parks	1601 Pennsylvania Ave.	5330e IP
36	FALSE	49916	BPD- Recruiting	601 E. Baltimore St.	5330e IP

EXHIBIT M-1 MTE VoIP TRAFFIC REPORT, FEBRUARY 2020

VOICE MAIL		PHONE EXT.	AGENCY	LOCATION	PHONE TYPE
37	FALSE	49917	BPD- Recruiting	601 E. Baltimore St.	5330e IP
38	FALSE	49943	DGS	201 Fallsway	5330e IP
39	FALSE	49944	DGS	201 Fallsway	5330e IP
40	FALSE	50117	BPD	Northern District	5330e IP
41	FALSE	50979	BCFD	4522 Harford Rd.	5330e IP
42	FALSE	51657	MOHS	1401 E. Preston	5330e IP
43	FALSE	51658	MOHS	1401 E. Preston	5330e IP
44	FALSE	51659	MOHS	1401 E. Preston	5330e IP
45	FALSE	51738	BPD	Northern District	5330e IP
46	FALSE	51814	BPD	Northern District	5330e IP
47	FALSE	51815	BPD	Northern District	5330e IP
48	FALSE	51930	BPD	Western District	5330e IP
49	FALSE	51960	BPD	Western District	5330e IP
50	FALSE	51969	BPD	Western District	5330e IP
51	TRUE	53293	DPW	200 N. Holliday	5330e IP
52	FALSE	57219	DHCD	3411 Bank St.	5330e IP
53	FALSE	57220	DHCD	3411 Bank St.	5330e IP
54	FALSE	57223	DHCD	3411 Bank St.	5330e IP
55	FALSE	57225	DHCD	3411 Bank St.	5330e IP
56	FALSE	57226	DHCD	3411 Bank St.	5330e IP
57	FALSE	57227	DHCD	3411 Bank St.	5330e IP
58	FALSE	57228	DHCD	3411 Bank St.	5330e IP
59	FALSE	57334		TBA	5330e IP
60	TRUE	57706	MOHS	7 E. Redwood St.	5330e IP
61	FALSE	63761	Police Dept	601 E Fayette	5330e IP
62	FALSE	64354	BPD	Western District	5330e IP
63	TRUE	64864	Finance	200 N. Holliday	5330e IP
64	FALSE	65140		TBA	5330e IP
65	FALSE	65141		TBA	5330e IP
66	TRUE	65156	DPW	200 N. Holliday	5330e IP
67	TRUE	67982	DOT IT	2025 Inverness Ave.	5320e IP
68	TRUE	9999		TBA	5320e IP
69	FALSE	11114	SAO	120 E. Baltimore	5320e IP
70	TRUE	13231	MOIT	401 E. Fayette St	5320e IP
71	FALSE	19039	Police Dept	601 E Fayette	5320e IP
72	FALSE	19040	Police Dept	601 E Fayette	5320e IP

EXHIBIT M-1 MTE VoIP TRAFFIC REPORT, FEBRUARY 2020

VOICE MAIL		PHONE EXT.	AGENCY	LOCATION	PHONE TYPE
73	FALSE	19041	Police Dept	601 E Fayette	5320e IP
74	FALSE	19042	Police Dept	601 E Fayette	5320e IP
75	FALSE	19043	Police Dept	601 E Fayette	5320e IP
76	FALSE	19047	Police Dept	601 E Fayette	5320e IP
77	FALSE	19059	BPD Overtime	601 E Fayette	5320e IP
78	FALSE	19076	BPD Forensic Biology	601 E Fayette	5320e IP
79	FALSE	19077	BPD UOFAU	601 E Fayette	5320e IP
80	FALSE	19088	MDBA	3000 DRUID PARK DRIVE	5320e IP
81	FALSE	19093	MDBA	DRUID PARK DRIVE	5320e IP
82	FALSE	19094	MDBA	3000 DRUID PARK DRIVE	5320e IP
83	FALSE	19155	DPW	8201 Eastern Blvd	5320e IP
84	FALSE	19160	DPW	8201 Eastern Blvd	5320e IP
85	TRUE	19245	Mayor's Office	100 Holiday St.	5320e IP
86	TRUE	19246	Mayor's Office	100 Holiday St.	5320e IP
87	TRUE	19346	Health	1001 Fayette St.	5320e IP
88	TRUE	19347	Health	1001 Fayette St.	5320e IP
89	TRUE	19400	Health	417 E. Fayette St.	5320e IP
90	TRUE	19812	Health	1001 Fayette St.	5320e IP
91	TRUE	19863	DOT Traffic	414 N. Calvert St	5320e IP
92	TRUE	19872	Health	1001 Fayette St.	5320e IP
93	TRUE	19875	DOT Traffic	414 N. Calvert St	5320e IP
94	TRUE	19914	DOT Traffic	414 N. Calvert St	5320e IP
95	TRUE	19917	DOT Traffic	414 N. Calvert St	5320e IP
96	TRUE	19918	DOT Traffic	414 N. Calvert St	5320e IP
97	FALSE	22223		TBA	5320e IP
98	TRUE	30392	311 Call Center	601 E. Fayette	5320e IP
99	TRUE	31687	City Hall	200 Holiday St	5320e IP
100	FALSE	33000		TBA	5320e IP
101	FALSE	41015	BPD	425 S. Calhoun St	5320e IP
102	FALSE	41031	BPD	425 S. Calhoun St	5320e IP
103	TRUE	41039	311 Call Center	601 E. Fayette	5320e IP
104	TRUE	41040	311 Call Center	601 E. Fayette	5320e IP
105	FALSE	41042	BPD	425 S. Calhoun St	5320e IP
106	FALSE	41043	BPD - Mounted Unit	425 S. Calhoun St.	5320e IP
107	FALSE	41117	BPD- Traffic	601 E. Baltimore St.	5320e IP
108	FALSE	41138	DOT- Right of Way	401 E. Fayette St.	5320e IP

EXHIBIT M-1 MTE VoIP TRAFFIC REPORT, FEBRUARY 2020

VOICE MAIL		PHONE EXT.	AGENCY	LOCATION	PHONE TYPE
109	FALSE	41147	Recs and Parks	3201 Boston St.	5320e IP
110	FALSE	41284	BPD Watch Center	601 E. Fayette St.	5320e IP
111	TRUE	41686	City Hall	200 Holiday St	5320e IP
112	TRUE	42159	DOT Traffic	414 N. Calvert St	5320e IP
113	TRUE	42393	ERS	7 E. Redwood	5320e IP
114	TRUE	42476	Health Dept	7 E. Redwood	5320e IP
115	TRUE	42594	Health Admin	1001 E. Fayette St	5320e IP
116	TRUE	42687	ERS	7 E. Redwood	5320e IP
117	FALSE	42702	BPD ECU	601 E Fayette	5320e IP
118	FALSE	42710	BPD ECU	601 E Fayette	5320e IP
119	FALSE	42711	BPD ECU	601 E Fayette	5320e IP
120	FALSE	42719	BPD ECU	601 E Fayette	5320e IP
121	FALSE	42729	BPD ECU	601 E Fayette	5320e IP
122	FALSE	42730	BPD ECU	601 E Fayette	5320e IP
123	FALSE	42743	BPD ECU	601 E Fayette	5320e IP
124	FALSE	42744	BPD ECU	601 E Fayette	5320e IP
125	FALSE	42745	BPD ECU	601 E Fayette	5320e IP
126	FALSE	42746	BPD ECU	601 E Fayette	5320e IP
127	FALSE	42749	BPD ECU	601 E Fayette	5320e IP
128	FALSE	42755	BPD ECU	601 E Fayette	5320e IP
129	FALSE	42760	BPD ECU	601 E Fayette	5320e IP
130	FALSE	42761	BPD Radio Repair	601 E Fayette	5320e IP
131	FALSE	42803	BPD ITS	601 E Fayette	5320e IP
132	FALSE	42818	BPD ITS	601 E Fayette	5320e IP
133	FALSE	42828	BPD UOFAU	601 E Fayette	5320e IP
134	TRUE	42986	DGS	500 Fallsway	5320e IP
135	TRUE	42988	DGS	500 Fallsway	5320e IP
136	TRUE	42989	DGS	500 Fallsway	5320e IP
137	TRUE	43026	Bureau oF Purchases	231 E. Baltimore	5320e IP
138	TRUE	43057	DOT	520 Fallsway	5320e IP
139	FALSE	43119	SAO	100 N. Calvert	5320e IP
140	TRUE	43170	Fire 6th	401 E. Fayette	5320e IP
141	TRUE	43175	BCFD	6720 Pulaski Hwy	5320e IP
142	TRUE	43188	ERS	7 E. Redwood	5320e IP
143	FALSE	43222	SAO	100 N. Calvert	5320e IP
144	FALSE	43223	SAO	100 N. Calvert	5320e IP

EXHIBIT M-1 MTE VoIP TRAFFIC REPORT, FEBRUARY 2020

VOICE MAIL		PHONE EXT.	AGENCY	LOCATION	PHONE TYPE
145	FALSE	43285	Police Dept	601 E Fayette	5320e IP
146	FALSE	43332	MOIT	TBA	5320e IP
147	FALSE	43333	MOIT	TBA	5320e IP
148	TRUE	43381	Mayor's Office	100 Holiday St	5320e IP
149	TRUE	43387	Mayor's Office	100 Holiday St	5320e IP
150	TRUE	43468	DOT	417 E. Fayette St.	5320e IP
151	FALSE	43815	DPW	2331 N. Fulton	5320e IP
152	FALSE	43829	DPW	2331 N. Fulton	5320e IP
153	TRUE	43861	Board of Elections	417 E. Fayette	5320e IP
154	FALSE	44003	BPD Personnel	601 E. Fayette	5320e IP
155	FALSE	46118	SAO	120 E. Baltimore	5320e IP
156	FALSE	46278	Sheriff's Office	100 N. Calvert	5320e IP
157	FALSE	46279	Sheriff's Office	100 N. Calvert	5320e IP
158	FALSE	46280	Sheriff's Office	100 N. Calvert	5320e IP
159	FALSE	46281	Sheriff's Office	100 N. Calvert	5320e IP
160	FALSE	46293	Sheriff's Office	100 N. Calvert	5320e IP
161	FALSE	46324	Sheriff's Office	111 N. Calvert	5320e IP
162	TRUE	49325	DOT	2025 Inverness Ave	5320e IP
163	FALSE	49351	BPD	425 S. Calhoun St	5320e IP
164	FALSE	49856	Recs & Parks	1601 Pennsylvania Ave.	5320e IP
165	FALSE	49862	BPD- Mobile Metro	601 E. Fayette St.	5320e IP
166	FALSE	49873	BPD-Commisioner	601 E. Fayette St.	5320e IP
167	TRUE	49901	DPW Safety & Training	4 S. Frederick St.	5320e IP
168	FALSE	49908	BPD Recruiting	601 E. Fayette	5320e IP
169	FALSE	49952	Police	601 E. Fayette St.	5320e IP
170	FALSE	49953	Police	601 E. Fayette St	5320e IP
171	FALSE	49957	BPD- Warrants	601 E. Fayette St.	5320e IP
172	FALSE	49961	BPD	601 E. Fayette St.	5320e IP
173	TRUE	50911	Health ACD	1001 E. Fayette St	5320e IP
174	TRUE	51867	Mayor's Office	100 Holiday St.	5320e IP
175	TRUE	51952	Health	417 E. Fayette St.	5320e IP
176	TRUE	51982	DPW	200 Holiday St. Rm 408	5320e IP
177	TRUE	51991	DOT	414 Calvert St.	5320e IP
178	TRUE	53311	Rec & Parks	2600 Madison Ave	5320e IP
179	TRUE	53396	DGS	210 Guilford	5320e IP
180	TRUE	53486	DPW	200 N. Holliday	5320e IP

EXHIBIT M-1 MTE VoIP TRAFFIC REPORT, FEBRUARY 2020

VOICE MAIL		PHONE EXT.	AGENCY	LOCATION	PHONE TYPE
181	TRUE	53686	DPW	200 N. Holliday	5320e IP
182	TRUE	53708	DPW	200 N. Holliday	5320e IP
183	TRUE	53969	Health	417 E. Fayette St.	5320e IP
184	TRUE	53970	Health	417 E. Fayette St.	5320e IP
185	TRUE	56079	Health OYVP	1001 E. Fayette St	5320e IP
186	TRUE	56102	Health OYVP	1001 E. Fayette St	5320e IP
187	TRUE	56122	Health STD HIV	1001 E. Fayette St	5320e IP
188	TRUE	56130	Health STD HIV	1001 E. Fayette St	5320e IP
189	TRUE	56134	Health STD HIV	1001 E. Fayette St	5320e IP
190	TRUE	56146	Health STD HIV	1001 E. Fayette St	5320e IP
191	TRUE	56188	Health STD HIV	1001 E. Fayette St	5320e IP
192	TRUE	56253	Mayor's Office	100 N. Holliday St	5320e IP
193	TRUE	56258	Mayor's Office	100 N. Holliday St	5320e IP
194	TRUE	56272	Mayor's Office	100 N. Holliday St	5320e IP
195	TRUE	56277	Mayor's Office	100 N. Holliday St	5320e IP
196	TRUE	56378	Rec & Parks	3000 E. Madison Street	5320e IP
197	FALSE	56381	BPD Staff Review	601 E. Fayette	5320e IP
198	FALSE	56413	Dental	1200 E. Fayette St	5320e IP
199	FALSE	56415	Dental	1200 E. Fayette St	5320e IP
200	FALSE	56417	Dental	1200 E. Fayette St	5320e IP
201	FALSE	56420	Dental	1200 E. Fayette St	5320e IP
202	FALSE	56463	Dental	1200 E. Fayette St	5320e IP
203	FALSE	56490	BPD Forensic Biology	601 E Fayette	5320e IP
204	FALSE	56504	BPD Forensic Biology	601 E Fayette	5320e IP
205	FALSE	56507	BPD Forensic Biology	601 E Fayette	5320e IP
206	FALSE	56519	BPD Forensic Biology	601 E Fayette	5320e IP
207	FALSE	56522	BPD Forensic Biology	601 E Fayette	5320e IP
208	FALSE	56526	BPD Forensic Biology	601 E Fayette	5320e IP
209	FALSE	56528	BPD Forensic Biology	601 E Fayette	5320e IP
210	FALSE	56549	BPD Latent Print	601 E Fayette	5320e IP
211	FALSE	56550	BPD Latent Print	601 E Fayette	5320e IP
212	FALSE	56642	Clinical Services	1200 E. Fayette St	5320e IP
213	FALSE	56645	Clinical Services	1200 E. Fayette St	5320e IP
214	FALSE	56717	Clinical Services	1200 E. Fayette St	5320e IP
215	FALSE	56966	DPW	701 Reedbird Ave.	5320e IP
216	FALSE	57135	Police Dept	601 E Fayette	5320e IP



EXHIBIT M-1 MTE VoIP TRAFFIC REPORT, FEBRUARY 2020

VOICE MAIL		PHONE EXT.	AGENCY	LOCATION	PHONE TYPE
217	FALSE	57136	Police Dept	601 E Fayette	5320e IP
218	FALSE	57163	Police Dept	601 E Fayette	5320e IP
219	TRUE	57196	MOHS	1731 E. Chase St.	5320e IP
220	FALSE	57401	Shake & Bake	1601 Pennsylvania Ave.	5320e IP
221	TRUE	57411	BCIT	401 E. Fayette Street	5320e IP
222	FALSE	57736	DOT	2601 Fall Rd	5320e IP
223	FALSE	57737	DOT	2601 Fall Rd	5320e IP
224	FALSE	57738	DOT	2601 Fall Rd	5320e IP
225	FALSE	57739	DOT	2601 Fall Rd	5320e IP
226	FALSE	57740	DOT	2601 Fall Rd	5320e IP
227	FALSE	57741	DOT	2601 Fall Rd	5320e IP
228	FALSE	57742	DOT	2601 Fall Rd	5320e IP
229	FALSE	57743	DOT	2601 Fall Rd	5320e IP
230	FALSE	57744	DOT	2601 Fall Rd	5320e IP
231	FALSE	57765	Health - Family Planning	1200 E. Fayette St.	5320e IP
232	FALSE	57830	BPD	601 E. Fayette	5320e IP
233	FALSE	57831	BPD	601 E. Fayette	5320e IP
234	FALSE	57836	Rec & Parks	Bentalou Rec Ctr	5320e IP
235	TRUE	60029	Health Clinical	1001 E. Fayette St	5320e IP
236	TRUE	60154	Mayor's Office	100 N. Holiday St	5320e IP
237	FALSE	60791	BPD Cyber Crimes	601 E Fayette	5320e IP
238	TRUE	60888	BCFD - 911	601 E. Fayette St. - 911 Call Center	5320e IP
239	FALSE	60890	Police Dept	601 E Fayette	5320e IP
240	FALSE	60891	Police Dept	601 E Fayette	5320e IP
241	FALSE	60896	Police Dept	601 E Fayette	5320e IP
242	TRUE	60956	Comptroller	100 N. Holliday	5320e IP
243	TRUE	61095	DPW	4 S. Frederick	5320e IP
244	FALSE	61618	BPD Special Ops	601 E Fayette	5320e IP
245	TRUE	61744	DOT	6400 Pulaski Hwy	5320e IP
246	TRUE	63082	Fire 6th	401 E. Fayette	5320e IP
247	TRUE	63339	DHR	201 E. Baltimore	5320e IP
248	TRUE	63373	DGS	3800 Biddle	5320e IP
249	TRUE	63564	Health	417 E. Fayette St.	5320e IP
250	FALSE	63661	BPD Crime Lab	601 E Fayette	5320e IP
251	TRUE	63766	Finance Central Payroll	401 E Fayette	5320e IP
252	TRUE	63786	DHR	201 E. Baltimore	5320e IP

EXHIBIT M-1 MTE VoIP TRAFFIC REPORT, FEBRUARY 2020

VOICE MAIL		PHONE EXT.	AGENCY	LOCATION	PHONE TYPE
253	TRUE	63868	DHR	TBA	5320e IP
254	TRUE	63988		TBA	5320e IP
255	TRUE	64433	DOT Planning	417 E. Fayette St	5320e IP
256	TRUE	64493	DOT Traffic	414 N. Calvert St	5320e IP
257	TRUE	64501	Health STD HIV	1001 E. Fayette St	5320e IP
258	FALSE	64527	Dental	1200 E. Fayette St	5320e IP
259	FALSE	64530	Clinical Services	1200 E. Fayette St	5320e IP
260	FALSE	64547	Clinical Services	1200 E. Fayette St	5320e IP
261	TRUE	64586	DOT Traffic	414 N. Calvert St	5320e IP
262	TRUE	64826	President's Office	100 N Holliday St	5320e IP
263	TRUE	64844	Rec & Parks	4915 Greenspring	5320e IP
264	TRUE	64866	Planning	417 E. Fayette St	5320e IP
265	TRUE	64947	Mayor's Office	100 N. Holliday St	5320e IP
266	TRUE	65047	DPW	200 N. Holliday	5320e IP
267	TRUE	65145	DPW	200 N. Holliday	5320e IP
268	TRUE	65149	DPW	200 N. Holliday	5320e IP
269	TRUE	65154	DPW	200 N. Holliday	5320e IP
270	TRUE	65700	Bureau of Purchases	231 E. Baltimore	5320e IP
271	TRUE	66130	Rec & Parks	3001 E. Drive	5320e IP
272	TRUE	66203	Board of Elections	417 E. Fayette	5320e IP
273	TRUE	66209	Board of Elections	417 E. Fayette	5320e IP
274	TRUE	66268	DGS	3800 Biddle	5320e IP
275	TRUE	66277	DGS	3800 Biddle	5320e IP
276	TRUE	66309	BCFD - EMS	3500 W. Northern Pkwy	5320e IP
277	FALSE	66343	DGS	4325 York Road	5320e IP
278	FALSE	66357	MOED	101 W. 24th St	5320e IP
279	FALSE	66559	DPW	2331 N. Fulton	5320e IP
280	FALSE	66641	DPW	3001 Druid Park Dr.	5320e IP
281	FALSE	66749	DPW	8201 Eastern Blvd	5320e IP
282	FALSE	66752	DPW	8201 Eastern Blvd	5320e IP
283	FALSE	66974	Health WIC	621 N. Eden	5320e IP
284	FALSE	67092	Police Dept	601 E Fayette	5320e IP
285	FALSE	67149	Sheriff's Office	100 N. Calvert	5320e IP
286	FALSE	67152	Sheriff's Office	100 N. Calvert	5320e IP
287	FALSE	67196	DPW	8201 Eastern Blvd	5320e IP
288	FALSE	67292	DPW	200 Holiday St. 4th Floor	5320e IP

EXHIBIT M-1 MTE VoIP TRAFFIC REPORT, FEBRUARY 2020

VOICE MAIL		PHONE EXT.	AGENCY	LOCATION	PHONE TYPE
289	FALSE	67294	DPW	200 Holiday St. 4th Floor	5320e IP
290	FALSE	67296	DPW	200 Holiday St. 3rd Floor	5320e IP
291	FALSE	67452	DPW	200 Holiday St.	5320e IP
292	TRUE	67551	DGS	200 Holiday St. 2nd Fl	5320e IP
293	FALSE	67676	Police Dept	601 E Fayette	5320e IP
294	FALSE	67678	Police Dept	601 E Fayette	5320e IP
295	FALSE	67680	Police Dept	601 E Fayette	5320e IP
296	FALSE	67683	Police Dept	601 E Fayette	5320e IP
297	FALSE	67685	Police Dept	601 E Fayette	5320e IP
298	FALSE	67686	Police Dept	601 E Fayette	5320e IP
299	FALSE	67687	Police Dept	601 E Fayette	5320e IP
300	FALSE	67688	Police Dept	601 E Fayette	5320e IP
301	FALSE	67689	Police Dept	601 E Fayette	5320e IP
302	FALSE	67690	Police Dept	601 E Fayette	5320e IP
303	FALSE	67691	Police Dept	601 E Fayette	5320e IP
304	FALSE	67692	Police Dept	601 E Fayette	5320e IP
305	FALSE	67770	Police Dept	601 E Fayette	5320e IP
306	FALSE	67798	Police Dept	601 E Fayette	5320e IP
307	FALSE	67975	BPD	601 E. Fayette Street	5320e IP
308	FALSE	68071	Police	601 E. Fayette St.	5320e IP
309	FALSE	68236	Immunization	1200 E. Fayette St	5320e IP
310	FALSE	68237	Immunization	1200 E. Fayette St	5320e IP
311	FALSE	68255	Immunization	1200 E. Fayette St	5320e IP
312	FALSE	68433	DPW	9800 Loch Raven	5320e IP
313	FALSE	68435	DPW	9800 Loch Raven	5320e IP
314	FALSE	68459	BPD	601 E. Fayette St.	5320e IP
315	FALSE	68485	MOED	2401 Liberty Heights	5320e IP
316	FALSE	68576	BPD Media Relations	601 E. Fayette	5320e IP
317	FALSE	68602	Clinical Services	1200 E. Fayette St	5320e IP
318	FALSE	68605	Clinical Services	1200 E. Fayette St	5320e IP
319	FALSE	68872	MOED	1510 W. Lafayette Ave	5320e IP
320	FALSE	68873	MOED	1510 W. Lafayette Ave	5320e IP
321	FALSE	68874	MOED	1510 W. Lafayette Ave	5320e IP
322	FALSE	69119	Clinical Services	1200 E. Fayette St	5320e IP
323	FALSE	69420	BPD- Crime Lab	601 Fayette St.	5320e IP
324	FALSE	69429	BPD- Crime Lab	601 Fayette St.	5320e IP

EXHIBIT M-1 MTE VoIP TRAFFIC REPORT, FEBRUARY 2020

VOICE MAIL		PHONE EXT.	AGENCY	LOCATION	PHONE TYPE
325	FALSE	69432	BPD	601 E. Fayette St.	5320e IP
326	FALSE	69447	BPD	601 E. Fayette St.	5320e IP
327	FALSE	69448	BPD	601 E. Fayette St.	5320e IP
328	FALSE	69449	BPD - Crime Lab	601 E. Fayette Street	5320e IP
329	FALSE	69466	BPD - Crime Lab/Drug Analysis	601 E. Fayette Street	5320e IP
330	FALSE	69582	BPD OIG	601 E. Fayette	5320e IP
331	FALSE	69583	BPD OIG	601 E. Fayette	5320e IP
332	FALSE	69721	BPD Hot Desk	601 E. Fayette	5320e IP
333	FALSE	69740	BPD Hot Desk	601 E. Fayette	5320e IP
334	TRUE	69789	Finance Central Payroll	401 E Fayette	5320e IP
335	TRUE	69805	Finance Captial Accounts	401 E Fayette	5320e IP
336	FALSE	69864	BPD Comstat	601 E. Fayette	5320e IP
337	TRUE	69867	DHR	201 E. Baltimore st	5320e IP
338	TRUE	69870	DHR	201 E. Baltimore St.	5320e IP
339	TRUE	69875	DHR	201 E. Baltimore	5320e IP
340	FALSE	69876	BPD Comstat	601 E. Fayette	5320e IP
341	TRUE	69877	DHR	201 E. Baltimore	5320e IP
342	TRUE	69886	DHR	201 E. Baltimore	5320e IP
343	TRUE	69889	DHR	201 E. Baltimore	5320e IP
344	TRUE	69890	DHR	201 E. Baltimore	5320e IP
345	TRUE	69896	DHR	201 E. Baltimore	5320e IP
346	FALSE	69898	BPD Comstat	601 E. Fayette	5320e IP
347	FALSE	69899	BPD Comstat	601 E. Fayette	5320e IP
348	FALSE	69900	BPD Central District	601 E. Fayette	5320e IP
349	FALSE	69917	BPD Central District	601 E. Fayette	5320e IP
350	FALSE	69922	BPD Central District	601 E. Fayette	5320e IP
351	FALSE	69927	BPD Central District	601 E. Fayette	5320e IP
352	FALSE	69928	BPD Central District	601 E. Fayette	5320e IP
353	FALSE	69930	BPD Central District	601 E. Fayette	5320e IP
354	FALSE	69945	BPD Central District	601 E. Fayette	5320e IP
355	TRUE	50709	Fire Mezz	401 E. Fayette	5304 IP
356	TRUE	50721	Fire Mezz	401 E. Fayette	5304 IP
357	TRUE	50730	Fire Mezz	401 E. Fayette	5304 IP
358	TRUE	63918	MOIT	401 E. Fayette	5304 IP
359	FALSE	66544	DPW	2331 N. Fulton	5304 IP