



# Office of the Inspector General Summary Activity Report Overview

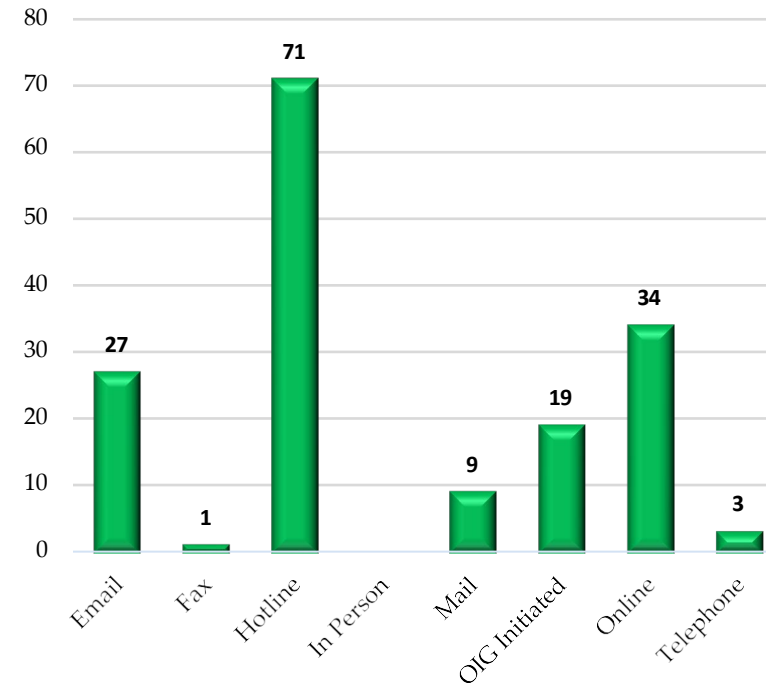
September 1, 2025 to February 28, 2026

Theodor J. Hengesbach

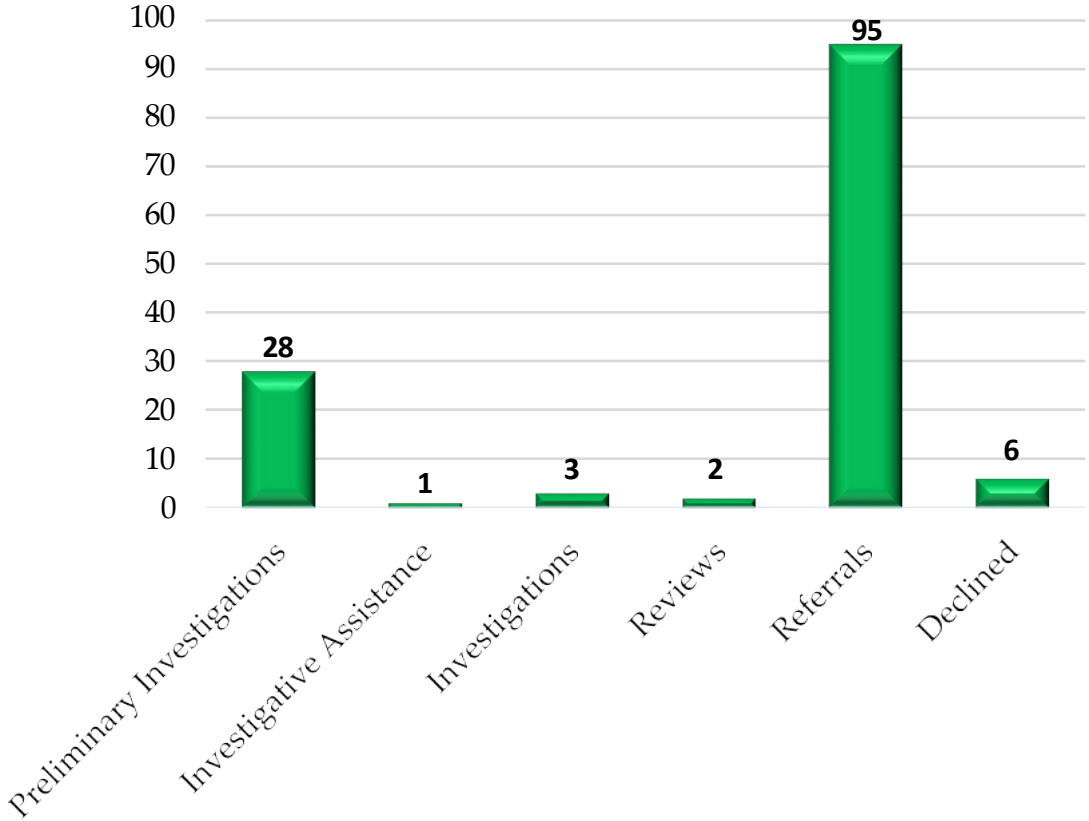
# METHODS OF REPORTING

## Submissions

- 71 hotline
- 34 online
- 27 email
- 19 OIG initiated
- 9 mail
- 3 telephone
- 1 fax



# MATTERS INITIATED, REFERRED AND DECLINED



**Total Actions: 135**

## Preliminary Investigations

- 28 Opened
- 29 Closed

## Referrals

- 69 to Customer Service
- 15 Law enforcement
- 11 Other Tollway Departments

# VIOLATION OF SOCIAL MEDIA POLICY (IG 25-008)

**Issue:** Dispatcher shared sensitive information about roadway incidents on public social media site.

**Finding:** Employee was not authorized to share information they learned while working at the Tollway.

**Recommendation:** Discipline and improved guidance to employees.

**Outcome:** Written Reprimand. Tollway to update protocols.

# COMPLIANCE AND COMMUNICATION

## R-25-001

- 200 + employees missed deadline to disclose Outside Employment in 2024
- OIG recommended improvements for 2025
- 2025 full compliance

## R-25-003

- Employee's comments violated sexual harassment policy
- Did not complete all required extra training within timeframe
- OIG recommended improved coordination between departments

# HIRING PROCESS IMPROVEMENTS

## **RF-25-201**

- Equipment Operator Laborer was hired in 2021
  - 3-year gap in employment
  - Resignation from police force after misconduct finding
- Tollway should consider gathering more information from candidates

## **R-23-002 - Update**

- Inconsistent process for rehiring retired employees
- New process effective 2026

# WORKPLACE SAFETY (RF-25-214)

**Issue:** Tollway employees alleged to be misusing Tollway equipment and conducting unauthorized work at a “dump site”

AVL records showed employees regularly at the site and photographs showed activity and debris at the site

Tollway found the site was not properly managed by supervisors

# **CUSTOMER SERVICE TRENDS (RF-26-0031)**

**OIG tracked categories of customer concerns about experiences with customer service call takers**

**January to June 2025 – 122 customer complaints, most common**

- Most common complaints about calls not being answered and calls placed on hold for long periods

**July to December 2025 – 47 customer complaints**

- Significant decrease in complaints about unanswered calls and excessive hold times

# OTHER ACTIVITIES

## Outreach/Collaboration

- Orientation – New employees and Board members
- Contracting with Government

## Internal

- Filled investigator vacancy
- Case Management Database implemented December 2025
- Professional training



**THANK YOU**