

Dandridge, Brenda (DOT)

From: Yarbrough, Sharolyn (DOT)
Sent: Tuesday, January 13, 2026 3:09 PM
To: Dandridge, Brenda (DOT)
Subject: 8909831- CITIZEN COMPLAINT

I spoke to Sharolyn Yarbrough, the Towing Representative II, regarding this vehicle to see if she had any knowledge about this situation. Sharolyn remembered taking a call from an angry constituent that stated when she saw her car at the auto shop, she had animal prints inside of her vehicle. Sharolyn explained to the customer that the towing staff does not go into the vehicle and the way the vehicle comes in, is the way it remains. Sharolyn informed the citizen that the car came in with windows down. Unfortunately, although the lot is secured, we have no control over the wildlife that is in the yard.

The customer has an app on her phone that notifies of her movement in the vehicle. The alerts may have been due to the wildlife that was in her car and when the tow truck driver, that she authorized, came to pick up the vehicle. When Michelle Scott came into the lot to complain, she refused to give any information regarding the vehicle so the representatives could properly investigate. She complained about animal prints and movement in her vehicle. When the representative asked for the vehicle information for the second time, Ms. Scott refused to respond and stated that it was pointless because the car was no longer at the impound lot because it had been picked up by her tow truck driver. It is only because of this service request that the Towing Representative was able to know this was the citizen from that day.

I spoke to Sharolyn and she did have a meeting with the call taker as well as the towing representatives regarding the behavior and communication exchange with Michelle Scott.



Sharolyn Yarbrough

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