

## Supplemental Report

To: Mr. Steve Shiver, County Manager  
Miami- Dade County

Received by \_\_\_\_\_ Date \_\_\_\_\_

Ms. Angela Gittens, Director  
Miami-Dade Aviation Department

Received by \_\_\_\_\_ Date \_\_\_\_\_

From: Christopher Mazzella  
Inspector General

Date: January 28, 2002

Re: Supplemental Report on Prepaid Phone Card Vending

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The Office of the Inspector General (OIG) conducted a review of Limited Test Permits for Prepaid Phone Card Vending in a Final Report dated August 15, 2001. This supplemental report addresses additional concerns raised during a second inventory that was conducted by the OIG in December 2001.

### *Additional Devices*

A site map that was developed by Miami-Dade Aviation Department (MDAD), dated April 13 and May 25, 2001, stresses where the prepaid phonecard devices are located. The OIG's December 2001 inventory revealed that at least two devices are located within the terminal that do not conform to the site map. The MDAD contract files do not reflect that any changes or updates were requested from the vendors.

Since the first inventory that was conducted by the OIG in May of 2001, eighteen (18) additional devices have appeared on the Airport premises. There is no indication in the MDAD contract files that of any of the three firms requested permission to add or substitute these eighteen (18) devices.

According to MDAD management, it has not been a past practice of MDAD to require vendors to obtain approval prior to bringing the phonecard devices onto Airport premises. This means that no MDAD staff member has acknowledged the existence of the added devices. Given the significant security concerns involving airports, or for that matter, any public building, it is extremely important for the appropriate personnel to not only authorize devices that are affixed in public areas, but also to know of the location of such devices. As such, a policy should be established that requires all devices to have an additional MDAD decal affixed

to the device. This would insure that MDAD staff keeps a record of all devices and that appropriate security measures are adhered to with respect to placing the individual devices within the terminal.

### **Compliance Issues**

None of the eighty (80) prepaid phonecard vending devices have the appropriate 2001-2002 vending license decals. Fifty-eight (58) of these eighty (80) devices have expired decals. Twenty-two (22) of the eighty (80) devices have no decal at all. Each of the six (6) portable ATM combo machines also lack the appropriate 2001-2002 vending decals. This means that twenty-eight (28) of the vending devices at no point have been registered with the Occupational License Division of the Miami-Dade County Tax Collector. Please refer to Exhibit A for licensing information.

There is also a requirement that all prepaid debit card providers register with the Florida Public Service Commission. Two of the three vendors, Communitel and Lain American Enterprises, are both registered with this agency. The third vendor, WTN, Inc. is not registered with this State agency. Adherence to regulatory issues would potentially aid in rendering quality service to the public.

### **Storage Capacity**

Many of the prepaid phonecard devices have storage capacity. The models used by WTN, Inc., have a hollow base with a hole in the rear of the device. These models contain rock like debris that has been placed in plastic material and is visible from an opening in the back of the machine. There are also a number of the WTN models that are empty at the base. It is these models that have the capacity to store any type of object. The OIG makes no assumptions regarding this matter. There should be, however, a thorough, periodic inspection conducted of all devices to insure compliance with heightened safety and security measures that apply to the terminal building and concourses.

### **Inoperable Devices**

There were two unplugged devices noticed during the December 2001 inventory. These unplugged devices serve no useful purpose and clutter the terminal and concourses.

The OIG has also reviewed a number of complaints made by passengers and MDAD personnel with regard to the prepaid phonecard devices. As of the writing of this report, there were fifty-five (55) complaints. The period that these complaints covered was calendar year 2000-2001. Thirty-five (35) complaints claimed that money was put into the machine and no phonecard was issued. The remaining complaints claimed that the cards did not work or that the price per minute was too expensive. The prices cited in these complaints ranged from fifty cents to two dollars and ninety-five cents per minute. Some consumers also complained that the 800-numbers provided little or no help at all in obtaining a refund. These are significant quality of service matters that MDAD management should also specifically address.

In light of the additional observations relating to security in this supplemental report, the OIG requests that MDAD respond by February 11, 2002, to these supplemental findings and indicate what corrective action will be taken.

In addition, the OIG requests that MDAD provide a progress report in 90 days, from the date of the first response, regarding the status of the corrective action.

CC: Mr. Bill Johnson, Assistant County Manager

Ms. Anne Lee, Assistant Director, Professional Compliance  
Miami-Dade Aviation Department

Clerk of the Board (copy filed)

Attachment