

December 26, 2006  
AUD 007-067

# An Internal Audit Report by the Office of Auditor General On

## Review of WMATA Cell Phones for 2005-2006

We have reviewed the usage pertaining to 1,781 cell phones that were in use during the 2005 evaluation period. As a result of our audit, and as of February 15, 2006, it was determined that 330 cell phones had been added since the prior audit rather than the recommended decrease of 183 cell phones. It was also determined that 38 cell phones were identified as "unassigned". Unassigned phones are phones that were not assigned to an individual or Department. The unassigned phones had plans that were charged monthly. These phones were discontinued as of February 15, 2006.

As a result of our prior audit and actions by APAS, cell phone users/Departments are now on cost effective phone plans. We noted that a few offices had not been efficient in managing the cell phone usage of the employees within their offices. This resulted in a few employees having either excessive minutes in personal usage or limited cell phone usage.

We noted that there was minor abuse of company cell phones by employees, in that we noted that four employees had calls that resulted in additional charges. The additional charges covered the period January 1, 2005 through June 30, 2005. Two Departments were affected.

APAS has prepared a budget to allocate the cell phone usage to each Office/Department during FY 2007 based on the Fiscal 2007 budget. The amount budgeted for cell phone usage in fiscal year 2007 is \$320,000 which is significantly lower than the fiscal year 2005 actual expense of approximately \$813,000 and the actual fiscal year 2006 expense of \$767,093, not including equipment charges of approximately \$78,145.

Currently the monthly charge is approximately \$43 per cell phone. This does not include equipment charges. This would result in cost of \$72,111 per month based on the current number of cell phones of 1,677, which represents an estimated annual cost of \$865,332. This represents approximately \$545,332 over budget for Fiscal Year 2007 for cell phone usage.

Our findings are as follows:

- Review Practices relating to managing cell phones within the various Offices/Departments need to be improved
- Review Policies and Procedures relating to personal usage need to be updated
- Review Number of cell phones continue to increase resulting in additional costs to WMATA

The Office of APAS hired a new manager to coordinate and monitor the assignment and usage of cell phones. They also revised the Policy/Instruction for Commercial Wireless Communications Technology in January 2006 incorporating our recommendations from our prior Audit Report AUD 04-061 as well as to ensure tighter scrutiny, adherence to Authority policies and increase employee accountability.

We have made 3 recommendations for improvement.

APAS has already taken action on implementing some of the recommendations.

**SUBJECT: Review of WMATA Cell Phones  
for 2005-2006**

**DATE: December 26, 2006**

**FROM: AUDT – James C. Stewart**

**IN REPLY**

**TO: APAS – Gregory Boykin**

**REFER TO: AUD 07-067**

### **EXECUTIVE SUMMARY**

We have reviewed the usage pertaining to 1,781 cell phones that were in use during the evaluation period. As a result of our audit, and as of February 15, 2006, it was determined that 330 cell phones had been added since the prior audit rather than the recommended decrease of 183 cell phones. It was also determined that 38 cell phones were identified as “unassigned”. Unassigned phones are phones that were not assigned to an individual or Department. The unassigned phones had plans that were charged monthly. These phones were discontinued as of February 15, 2006.

As a result of our prior audit and actions by APAS, cell phone users/Departments are now on cost effective phone plans. We noted that a few offices had not been efficient in managing the cell phone usage of the employees within their offices. This resulted in a few employees having either excessive minutes in personal usage or limited cell phone usage.

We noted that there was minor abuse of company cell phones by employees, in that we noted that four employees had calls that resulted in additional charges. The additional charges covered the period January 1, 2005 through June 30, 2005. Two Departments were affected. One employee had excess usage charges greater than \$400 per month. The other employee's amount of additional charges ranged from \$40 to \$100 per month.

### **Background**

The Office of Administrative Programs and Services (APAS) is responsible for the issuing and monitoring of cell phones and wireless devices for WMATA. To accomplish this, APAS is directly responsible for ordering new service, disconnecting service, issuing cell phone equipment and insuring that employees reimburse WMATA for personal calls made on company issued cell phones. APAS is also responsible for administering the policies and procedures for cell phone usage. During Fiscal Year 2005, WMATA incurred approximately \$813,000 on company issued cell phones. On June 30, 2005, there were approximately 1,800 cell phones in use by WMATA employees. There are three providers, (Verizon, Nextel, and Cingular). As of February 15, 2006 there were 1,557 cell phones, Verizon provided 1,367 cell phones, Cingular provided 20 cell phones and Nextel provided 170 cell phones. We have evaluated the cell phone usage to determine efficiency and effectiveness as managed by various Offices/Departments within WMATA.

### Objective, Scope and Methodology

The objectives of the audit were to: (1) determine the accurate number of company cell phones issued to employees and examine the usage for each Office/Department within WMATA; (2) evaluate the effectiveness of recommendations of the prior Audit Report AUD 04-061 dated June 28, 2004; (3) evaluate whether persons issued cell phones actually needed them; (4) evaluate whether the users and/or Office/Department are optimizing the appropriate cost effective plan; and (5) determine whether employees were abusing/misusing cell phones.

The scope of our audit covered the period of January 1, 2005 through June 30, 2005. We expanded the coverage period to include cell phone usage in July 2006. We reviewed and analyzed the cell phone bills for these periods for the providers Verizon, Cingular and Nextel. We met with Office/Department supervisors, managers, or administrative assistants that were responsible for the review and approval of the cell phone bills for the respective Office/Department. We also met with representatives from APAS who administers all cell phones for WMATA to understand how they administer the plans.

We reviewed the current policy and procedures to ensure that they were effective and efficient. We documented procedures with each Office/Department. We identified the risk associated with usage of WMATA cell phones. We also discussed the issues and concerns in updating the Policy Instruction for cells phones with the various Office/Department supervisors and administrators.

We reviewed the cell phone plans and bills with office directors, general superintendents and officers for each Office/Department. We discussed usage, evaluated the cell phone usage, and evaluated the plans for each Office/Department to ensure that they are on the most cost effective plan available.

### Conclusion

We ascertained that some Offices/Departments had been proactive in maintaining their cell phone usage. We also determined that other Offices/Departments waited for this review to discuss and to evaluate their cell phone plans.

We have reviewed the usage pertaining to 1,781 cell phones that were in use during the evaluation period. As a result of our audit, and as of February 15, 2006, it was determined that 330 cell phones had been added since the prior audit rather than the recommended decrease of 183 cell phones. It was also determined that 38 cell phones were identified as "unassigned". Unassigned phones are phones that were not assigned to an individual or Department. The unassigned phones had plans that were charged monthly. These phones were discontinued as of February 15, 2006.

As a result of our prior audit and actions by APAS, cell phone users/Departments are now on cost effective phone plans. We noted that a few offices had not been efficient in managing the cell phone usage of the employees within their offices. This resulted in a few employees having either excessive minutes in personal usage or limited cell phone usage.

We noted that there was minor abuse of company cell phones by employees, in that we noted that four employees had calls that resulted in additional charges. The additional charges covered the period January 1, 2005 through June 30, 2005. Two Departments were affected. One employee had excess usage charges greater than \$400 per month. The other employee's amount of additional charges ranged from \$40 to \$100 per month.

### Prior Audit Recommendations

The prior Audit Report, AUD 04-061 included several recommendations to address issues raised in the audit as follows:

The first recommendation addressed shared plans for all phones. APAS has adapted the recommendations and has changed the plans so that they share minutes, reduce cost and have the same discount percentage.

The second recommendation addressed evaluation and monitoring of the cell phones on an on-going basis. APAS has implemented this recommendation and is proactively monitoring cell phone usage.

The third recommendation addressed the issuance of a Policy/Instruction (P/I) for cell phones to incorporate several suggested improvements. On January 10, 2006, the new Policy Instruction "Commercial Wireless Communication Technology (CWCT) was issued to establish control and criteria for the acquisition, distribution and usage of all CWCT of WMATA.

- Criteria for issuing CWCT are included at Section 6.04 of the P/I for the issuance and justification for Blackberries and cell phones.
- Section 5 of the P/I lists the responsibilities of each Office/Department in handling cell phone usage, charge backs, reimbursements for personal usage and reporting loss or damage to equipment.
- The P/I at Section 5.02.03 states that each Office/Department is responsible for, "Establishing a system of checks and balances to verify level and frequency of non-WMATA related usage, and ensuring reimbursement to WMATA where applicable;"

We have summarized the cell phones by Office/Department at the beginning of the fiscal year, during the fiscal year as of February 15, 2006 and as of December 4, 2006. We have also reviewed July 2006 usage of selected Offices/Departments to see if all phones that were assigned to employees were necessary. A summary of our conclusions as a result of our audit by Office/Department is as follows:

## SCHEDULE OF CELL PHONES

<u>Dept/Office</u>	<u>After Recommendations AUD 04-061 (a)</u>	<u>Phones as of 06/30/05</u>	<u>Turned in as of 02/15/06</u>	<u>No. of Phones as of 02/15/06</u>	<u>In Selected offices as of 07/01/06</u>	<u>No. of Phones as of 12/04/06</u>
ACCT		2	1	1		1
ADAP	2	4		4	4	3
ADMT	2	5	1	4	4	4
APAS	7	40	19	21		17
APAS-MR		7	1	6		4
BMNT	65	85	16	69		68
BTRA	45	80	30	50	46	51
CAPR		3		3		2
CEPM						2
CENF		26	1	25	17	19
CENF-ENSV		7		7		9
CENS		37	4	33	32	33
CENV		25	2	23	27	38
CCSM						6
CMNT	63	76	6	70	69	70
CFO	1	4	2	2		3
CIVR	2	6	1	5		5
COBN						2
CONS	27	70	7	63	66	65
COUN	7	11	3	8	8	4
CSCV		25	14	11		12
ELES	59	122	10	112	110	113
FIMA		3		3		3
GMGR	1	1		1		1
GOVR	6	9	3	6		8
HRMS	4	13	2	11		8
IRPG	30	61	1	60	67	63
OIT	67	69	5	64	67	78
subtot pg 1	388	791	129	662	517	692

continued from previous page						Part 2
Dept/Office	No. of Phones	No. of	No. of Phones	No. of Phones	No. of Phones	No. of Phones
	After	Phones	Turned in	as of	in Selected	as of
	Recommendations	as of	as of	as of	offices as of	as of
	in AUD 04-0 (a)	06/30/05	02/15/06	02/15/06	07/01/06	12/04/06
Subtotal pg 1	388	791	129	662	517	692
LAND	6	9	1	8		9
LABR						2
MACS	2	7	2	5		10
MKTG		36	9	27	31	27
MREL	8	10		10		10
MTPD	164	189	1	188	188	188
OLIA	6	9	1	8		8
OPAS	72	89	2	87	93	94
OPER		6	1	5		5
PCOM/CCSM	39	34	11	23		7
PDEC-CAPM		9	2	7		-
PLNT	101	112	1	111		84
PAIT	2	11	4	7		4
PARK						5
PRMT	13	27	7	20	19	19
RAIL		2		2	5	3
RTRA	46	60	1	59	43	171
SARP	48	61	7	54	51	54
SECT						1
SCOS	2	3		3		-
SMNT	89	130	7	123		123
SMRT		10	8	2		3
TRES	12	27	2	25		27
TRST	109	120	9	111		126
WDDP/ODEV	6	10		10	7	2
WDFA						3
OTHER	114 (b)					
UNASSIGNED	-	38	38	-		
	1,227	1,800	243	1,557	954	1,677

(a) As Per AUD 04-061 recommendations

(b) Report different office codes identified in 2004

The prior audit report recommended that 183 cell phones be turned in to eliminate low usage phones and to have more effective usage, which left 1,227 cell phones. However, as of June 30, 2005, there were 1,800 cell phones in use. As of February 15, 2006, 1,557 cell phones remained. This is an increase of 330 cell phones over the recommended number of phones in our prior audit report or approximately a 27% increase in the number of cell phones.

Subsequent to our prior audit, WMATA's Departments have been reorganized by creating new Departments and eliminating others. In addition, during this period, several offices increased staff. ELES is one office that increased from 59 cell phones to 111 cell phones during this period.

APAS has prepared a budget to allocate the cell phone usage to each Office/Department during FY 2007 based on the Fiscal 2007 budget. The amount budgeted for cell phone usage in fiscal year 2007 is \$320,000 which is significantly lower than the fiscal year 2005 actual expense of approximately \$813,000 and the actual fiscal year 2006 expense of \$767,093, not including equipment charges of approximately \$78,145.

Currently the monthly charge is approximately \$43 per phone. This does not include equipment charges. This would result in cost of \$72,111 per month based on the current number of cell phones of 1,677, which represents an estimated annual cost of \$865,332. This represents approximately \$545,332 over budget for Fiscal year 2007 for cell phone usage. A summary of estimated costs using the current cell phones for FY 2007 is as follows:

Estimated per Month Cost	\$ 43
Total phones at April 30, 2006	1,677
Total Estimated Monthly Cost	<u>\$ 72,111</u>
Annual Estimated Cost	<u>\$ 865,332</u>
FY 2007 Budget	<u>\$ 320,000</u>
Over Budget FY 2007	<u>\$ 545,332</u>



The Office of APAS hired a new manager to coordinate and monitor the assignment and usage of cell phones. They also revised the Policy/Instruction for Commercial Wireless Communications Technology in January 2006 incorporating our recommendations from our prior Audit Report AUD 04-061 as well as to ensure tighter scrutiny, adherence to Authority policies and increase employee accountability.

According to APAS, in February 2006, the new manager conducted a full review of WMATA's wireless account with Verizon. APAS also negotiated 19% user discounts and discovered inconsistent pricing from Verizon. This review resulted in a \$10,000 credit for those discrepancies in the pricing. APAS states that they also met with Nextel in April 2006 and negotiated new price plans which resulted in an annual savings of \$50,000. In May 2006, APAS began management of all MTPD cellular devices, which resulted in MTPD receiving a shared minute plan, which reduced their cost. APAS also states that although WMATA has a limited number of Cingular Wireless devices that they were able to obtain \$1,000 credit from them as a result of inaccurate billing for various phones.

In July 2006, APAS initiated a charge back system for cellular communication. The \$320,000 annual budget for cell phones was allocated back to the user Offices/Departments. According to APAS, each affected Office/Department was under funded by approximately 2/3 for FY 2007. Each Office/Department will have to fund its own cellular communication budget.

We have estimated that the anticipated actual expenses for FY2007 will be over budget by approximately \$545,000. APAS would like to match spending with each Office/Department, in order to hold each Department financially responsible for their own cell phone spending.

In August 2006, APAS cancelled 82 unused, non-WMATA pagers saving \$32,000 annually. This leaves approximately six active pagers.

APAS continues to work with WMATA's cellular providers in an effort to ensure cost effective management of the cellular program to include on going reviews of price plans, program rebates and equipment discounts.

### Summary of Findings

#### **1. Actual practices relating to managing the cell phones within the various Office/Departments need to be improved.**

During meetings with the directors, managers and supervisors, we noted that the Office/Departments did not manage the cell phone bills in a consistent manner. Some of the Office/Department managers and/or administrators did not review the cell phone bills before submitting the individual cell phone bills to employees. There was no follow-

up when the employee returned cell phone bills with their signature. The employee's signature indicates that all calls were business unless indicated otherwise.

The policies and procedures do not address the retention of documentation in reference to the review and authorization of the cell phone bills. Several Offices/Departments do not get all bills signed and returned timely or at all.

The prior P/I 6.8/2 indicated that the cell phone user must review and sign to certify that the calls were made to conduct WMATA business. The current P/I does not address the responsibility of the manager or designee on what is required to manage the Office/Departments' cell phone user bills.

To be more effective and efficient, the cell phone bills should be monitored in a consistent manner through out the organization. The signed cell phone bills should be returned to the Office/Department and then to APAS on a timely basis. The review by the managers should be done to ensure that the cell phones are being used for WMATA business and not personal usage. Retention of documentation would ensure that all cell phone bills have been returned to the manager and have been forwarded to APAS.

The new P/I 6.8/3 indicates that the Office/Department is responsible for establishing a system of review of the cell phone usage. However, the P/I does not provide a specific consistent method to accomplish this. Based on our review, we determined that the Offices/Departments are not using a uniform method of checks and balances in evaluating the cell phone bills. This results in the documentation, reporting and information, not being consistent for each Office/Department.

We noted that each Office/Department handled the cell phones differently. The cell phone bills were distributed to the employees. However, the cell phone bills were not returned timely to the manager by the employees. In many cases, the cell phone bills were not returned to APAS. This could result in WMATA carrying the cost of the cell phone bill for personal use. Several employees were identified as having personal usage. Managers took steps to obtain reimbursement after we identified the problem during the audit. Two Departments that had significant personal usage were CSCV and APAS-Mailroom.

These issues occurred because the policy and procedures do not specifically address the importance of review by the manager, review by the individual, signing the cell phone bill by the individual, identifying personal calls and documentation. In addition, the managers were not following good business practices of reviewing the cell phone bills monthly.

**We recommend that APAS issue instructions to all Offices/Departments and revise the Policy Instruction as necessary to establish a uniform system for reviewing and verifying the cell phone bills and maintaining documentation to include that the manager or designee:**

- **Review the cell phone bills before sending them to employees and document that they have reviewed the bill.**
- **Keep specific documentation of cell phone bills in their offices.**
- **Keep documentation of the reimbursement of personal usage of phones.**
- **Keep documentation of changes to their plans for the Office/Departments and for new service.**

## **2. The policy and procedures that relate to personal usage need to be updated.**

The Offices/Departments representatives are unclear about how to identify the portion of a cell phone bill that relates to personal calls. When there are personal calls on a cell phone bill, the employee is required to indicate which calls were personal and then provide reimbursement to WMATA for the personal calls. There is confusion among employees in how many minutes are considered personal, when do minutes become personal to start reimbursement, and how many minutes are considered excess minutes.

When an employee has indicated that there are personal calls, the employee does not know when to make the reimbursement. The managers and the employees are confused on when excess minutes are used for non-WMATA calls.

The calculation that is used for reimbursement is handled differently among Offices/Departments. The various methods being used to determine the amount of reimbursement include using the minutes that are indicated as personal, additional charges that relate to the personal call and the rate of the call.

The calculations range from Office/Department using:

- flat rate of seven cents or nine cents.
- pro rata, calculation of personal minutes used to total minutes used.
- pro rata, calculation of personal minutes used to plan minutes allowed.
- the amount on the statement that relates to the excess charges.

The Offices/Departments do not monitor when the reimbursement is made by the employee. When the reimbursement is made, employees are supposed to submit proof to the Office/Department. When the amounts are small, less than a dollar, there is no monitoring of when payment of the reimbursement occurs.

There should be a consistent understanding and enforcement of the procedures for reimbursement, which would make the process easier for both the employee and the manager.

The procedures in effect for Offices/Departments should include a clear:

- Explanation on when to reimburse WMATA, what rate to use, what minutes are personal, and when personal minutes start

- Information on what documentation of reimbursement is required to be submitted

The procedure should indicate:

- The amount of excess charges that relate to the personal minutes and how to reimburse WMATA
- What amount to reimburse when the amount of the personal usage is a small amount, representing a dollar or less

**We recommend that APAS issue instructions to all Offices/Departments and revise the Policy Instruction as necessary to establish a uniform system of reimbursement for personal usage to include:**

- Clarification that reimbursement is due to WMATA if it meets any of the identified criteria that relate to personal usage
- The procedures clarifying the proper rate for employees to use for reimbursement of personal cell phone charges
- Clarification of what happens when the personal calls exceed 25% of total calls for the month even if they have not exceeded the plan minutes
- Clarification that reimbursement is due to WMATA when a single call exceeds 15 minutes and that the individual must add all calls together for the month
- Information to indicate what documentation should be retained by the Office/Department and the individual when personal calls are reimbursed
- A consistent policy for actions to take against an employee for excessive personal minutes
- Training on the policy and procedures for managers and their designees pertaining to cell phone management

***Management Actions:***

APAS has prepared a revised P/I 6.8/3 which was approved on January 10, 2006 that addresses some of the issues mentioned. They have included in the revised P/I the percentage to use if personal calls are made, when the calls exceed the calling plan, and when an individual call exceeds a certain amount of minutes. The P/I does not provide for a rate in which to reimburse for personal usage. There is still unclear information on these points and APAS has indicated that they are aware of this and expect to provide revisions to clarify these points.

There is no clear procedure pertaining to the type of system to use to provide checks and balances in evaluating the cell phone bills. Currently the P/I states that the Offices/Departments are responsible for the type of system to use. APAS also indicated that this would be revisited when a revision to the P/I is made.

**APAS has requested that managers and supervisors review the request for new cell phones, re-evaluate the employees that have cell phones and monitor the cell phone usage closer.**

### **3. Number of Cell Phones Continue to Increase Resulting in Additional Costs to WMATA**

Notwithstanding increased monitoring and controls implemented by APAS, the number of cell phones being assigned to WMATA employees continues to increase resulting in costs to WMATA for cell phone usage of approximately \$865,000, which is \$545,000 over the FY 2007 budget. APAS has commenced charging Offices/Departments for their cell phone costs, which is intended to implement accountability to the managers. However, since the number of cell phones continue to increase, more controls and monitoring by APAS is necessary.

APAS projects a \$1.1 million budget for FY 2008.

**We recommend that this amount should be evaluated by Officers/Office Directors to ensure accountability and detailed monitoring of distribution and usage cost and further evaluated by Executive Management as to reasonableness and to ensure strict accountability in that Offices/Departments be held strictly accountable for the number and cost of cell phones assigned to employees.**

James C. Stewart  
Auditor General

CC: GMGR – Jack Requa  
CFO – H. Charles Woodruff III  
SSRM – Fred Goodine  
COUN – Carol O’Keeffe  
MTPD – Polly Hanson  
RAIL – Steve Feil  
BUS – Phil Wallace  
CTS – Steve Yaffe  
CMCS – Ray Feldmann  
WFDA – Brender Gregory  
OPRS – James Hughes  
PLJD -- Edward Thomas  
CEPM – James Haggins  
OIT – Rod Burfield

**Summary of Results by Office/Department**

We met with all Office/Department representatives. We also noted that there were 38 unassigned phone numbers. We discussed the issue with APAS. As of February 15, 2006, the unassigned phones had been disconnected. The following schedule indicates the average minutes usage by Office/Department.

**Average Minutes By Department  
for Period Jan 1, 2005 - June 30, 2005**

<u>Dept/Office</u>	<u>No. of Phones</u>	<u>Aver Plan Min</u>	<u>Aver Usage</u>	
ACCT	1	300	133	
ADAP	4	450	46	(a)
ADMT	4	363	28	(a)
APAS	21	470	87	(a)
APAS-MAILROOM	6	500	93	
BMNT	69	445	325	
BTRA	50	500	386	(a)
CAPR	3	450	54	
CENF	25	450	271	(a)
CENF-ENSV	7	450	303	
CENS	33	606	277	(a)
CENV	23	450	337	
CMNT	70	450	155	
CFO	2	450	252	
CIVR	5	450	8	
CONS	63	504	265	(a)
COUN	8	395	134	(a)
CSCV	11	850	88	
ELES	112	958	596	(a)
FIMA	3	450	115	
GMGR	1	450	209	
GOVR	6	450	453	
HRMS	11	498	162	
IRPG	60	701	314	(a)
ITSV	64	588	176	
LAND	8	276	34	
MACS	5	450	185	
MKTG	27	432	255	(a)
MREL	10	772	165	
MTPD	188	833	316	
OLIA	8	913	389	
OPAS	87	510	50	(a)
OPER	5	316	262	
PCOM	23	483	93	
PDEC-CAPM	7	650	177	
PLNT	111	450	350	
PAIT	7	457	93	
PRMT	20	883	160	(a)
RAIL	2	1,200	1,035	
RTRA	59	450	397	(a)
SARP	54	476	330	(a)
SCOS	3	450	89	
SMNT	123	639	337	
SMRT	2	425	48	
TRES	25	666	159	
TRST	111	668	434	
WDDP	10	545	156	(a)
	<u>1,557</u>			

(a) As a result of our analysis, we followed up with several Offices/  
Departments to review the July 2006 cell phone usage and evaluate  
whether additional cell phones should be discontinued.

A detailed discussion on the results of each of our visits with representatives of the respective Offices/Departments is as follows:

### **ADAP - Office of ADA Programs**

On March 29, 2006, we with Mr. Glenn Millis of ADAP to discuss the number of cell phones assigned to his office, the names of the employees that were assigned cell phones and the usage pattern of each user. We determined as a result of our audit and the discussion with Mr. Millis, that ADAP had four cell phones assigned to employees.

As a result of the follow-up on July 2006 cell phone usage, ADAP reassigned one blackberry and gave up one cell phone, thereby, reducing total cell phones to three.

### **ADMT - Office of Administration**

On January 24, 2006, we met with Mr. Lou Viner of ADMT and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. Because of our audit and during the discussion, we determined that ADMT had four cell phones assigned to employees.

### **APAS – Office of Administrative Programs and Services**

On February 3, 2006, we met with Ms. LaRisa Alexander, and Ms. Connie Miller of APAS and discussed the accounts of active unassigned cell phones on hand, the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. During the discussion, we determined that APAS had 21 cell phones assigned to employees that include; one phone for testing, six loaner data cards, three unassigned active phones and three blackberries on hand as of October 1, 2005. As a result of the meeting, we noted that Ms. Connie Miller has monitored the plans for the office and the agency.

We also discussed with Ms. Alexander, the new manager, the issues concerning a new policy and procedure memo for the use of cell phones. At of February 9, 2006, the policy was released. Ms. Alexander has instituted the following innovations to control usage, issuance and reimbursement:

1. Review of request of cell phones has tightened.
2. Maintaining documentation of all refusals of new cell phones.
3. Review of existing phones to determine justification of continuance.
4. Issuance of the P/I 6.8/3 to cover responsibility for Department's cell phones and methods to clarify reimbursement of personal use.

As a result of the follow-up on July 2006 cell phone usage, APAS has monitored all other Department's requests for new cell phones or blackberries. APAS also noted that because of reorganization throughout WMATA, the cell phone user and



Office/Department does not always match. Because of Ms. Alexander's actions and our inquiries, Offices/departments are notifying APAS of changes and/or corrections.

### **APAS - Mailroom**

On November 3, 2005, we met with Ms. Phyllis Johnson of APAS – Mailroom and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that APAS - Mailroom had six cell phones assigned to employees. We noted that two employees had exceeded their minutes over the six-month period. Ms. Johnson discussed the issue with the employees and reimbursement arrangements were made. As a result of the meeting, we determined that APAS – Mailroom was using plans that maximize minutes and dollars for the office.

### **BMNT - Office of Bus Maintenance**

On November 2, 2005, we met with Ms. Barbara Hans of BMNT and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that BMNT had 69 cell phones assigned to employees. As a result of the meeting, we determined that BMNT is using plans that maximize minutes and dollars.

### **BTRA - Office of Bus Transportation**

On November 8, 2005, we met with Ms. Annette Harris and Ms. Julie Hershorn and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that BTRA had 50 cell phones assigned to employees. It was determined that 2 phones are to be returned to the Office of Administrative and Program Services (APAS) due to low usage and/or retiring staff. We also noted that 28 cell phones that had low usage were returned and disconnected as of February 9, 2006. As a result of the meeting, we coordinated our efforts with Ms. Annette Harris and Ms. Julie Hershorn and reviewed the plans for the office.

As a result of our follow-up on July 2006 cell phone usage, the General Superintendent of BTRA reviewed the cell phone assignments and is in the process of reviewing the number of cell phones assigned and the need for them.

### **CENF - Chief Engineer, Facilities**

The office of Chief Engineer was separated into three different offices, Facilities, Systems and Vehicles. On March 28, 2006, we met with Ms. Katrina McFarland of CENF and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that CENF had 25 cell phones assigned to employees. We determined that the department did not exceed the minutes for the department.

As a result of the follow-up on July 2006 cell phone usage, we met with Acting AGM for CEPM, James Haggins, for CENF, CENS, CONS and ADMT. Many cell phones have low usage. According to CEPM, these low usage cell phones are needed and will be retained. As of December 2006, CENF has 19 cell phones, CENS has 33 cell phones, CONS has 65 cell phones and ADMT has four cell phones.

### **CENF-ENSV - Chief Engineer, Facilities-Environmental Management System**

The office of Chief Engineer was separated into three different offices, Facilities, Systems and Vehicles. On November 2, 2005, we met with Ms. Joan Leleacheur of CENF-ENSV and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that CENF-ENSV had seven cell phones assigned to employees. As a result of the meeting, we determined that the department was using the most cost effective plan.

### **CENS - Chief Engineer, Systems**

The office of Chief Engineer was separated into three different offices, Facilities, Systems and Vehicles. On November 10, 2005, we met with Mr. Harry Lupia of CENS and Ms. Lawan Lucas, we discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that CENS had 33 cell phones assigned to employees. It was determined that four phones would be returned to the Office of Administrative and Program Services (APAS) due to low usage.

### **CENV - Chief Engineer, Vehicles**

On November 8, 2004, we met with Mr. Dan Hanlan and Ms Elva Cotman of CENV and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that CENF had 23 cell phones assigned to employees. It was determined that two phones would be returned

to the Office of Administrative and Program Services (APAS) due to retiring employees. As a result of the meeting, we determined that the department was using the most cost effective plan.

### **CMNT - Office of Rail Car Maintenance**

On November 3, 2005, we met with Mr. Gene Garzone of CMNT and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that CMNT had 70 cell phones assigned to employees. As a result of the meeting, we determined that the department was using the most cost effective plan.

### **CFO and ACCT- Department of Finance/Chief Financial Officer and Accounting**

On March 29, 2006, we met with Mr. Greg Garback of CFO to discuss the number of cell phones assigned to the office. On March 20, 2006, we met with Ms. Kathy Smith of ACCT, the names of the employees that were assigned cell phones and the usage pattern of each user. We were able to determine as a result of our audit, the discussion with Mr. Garback and Ms. Smith that CFO had two cell phones, and ACCT had one phone assigned to employees. We determined that the department is using the most cost effective plan.

### **CIVR - Office of Civil Rights**

On January 19, 2006, we spoke with Ms. Teresa Bailey of CIVR and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that CIVR had four cell phones assigned to employees. As a result of the meeting, we coordinated with Ms. Bailey and recommended the most cost effective plan for the office. We determined that the department was using the most cost effective plan.

### **CONS - Office of Construction**

On November 7, 2005, we met with Ms. Debra Farrar-Dyke of CONS and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that CONS had 63 cell phones assigned to employees. As a result of the meeting, we coordinated our efforts with Ms. Farrar-Dyke and recommended the most cost effective plan for the office.

### **CSVC - Office of Customer Service**

On November 8, 2005, we met with Ms. Sylvia Morsell of CSVC and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that CSVC had 11 cell phones assigned to employees. In addition, there were eight phones that were incurring monthly charges that were not being used. Ms. Morsell has requested the disconnection of the eight cell phones. The department had not reviewed the cell phone usage for the period of audit. One employee had additional charges of approximately \$1,400 over a six-month period. Ms. Morsell is in the process of obtaining reimbursement from the individual. We recommended that Ms. Morsell review the bills monthly. As a result of the meeting, we coordinated our efforts with Ms. Morsell and recommended the most cost effective plan for the office.

### **COUN - Office of General Counsel**

On February 2, 2006, we met with Ms. Sherry Hamilton of COUN and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that COUN had eight cell phones assigned to employees. It was determined that one phone would be reevaluated for a better plan overage in minutes each month that were business related.

As a result of the follow-up on July 2006 cell phone usage, COUN has discontinued one cell phone and one cell phone is reassigned to another department, thereby bringing the total cell phones to four.

### **ELES - Office of Elevator and Escalator Maintenance**

On November 1, 2005, we met with Mr. David Lacosse and Ms. Elaine Stevens of ELES and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that ELES had 112 cell phones assigned to employees. As a result of this meeting, we coordinated our efforts with Mr. Lacosse and recommended the most cost effective plan for the office.

As a result of the follow-up on July 2006 cell phone usage, ELES, turned in two cell phones for inappropriate use and turned in two discontinued cell phones, thereby bringing the total cell phones to 113.

### **FIMA - Office of Financial Management**

On March 23, 2006, we met with Mr. Rick Harcum of FIMA to discuss the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. We met with APAS for this department. We were able to determine as a result of our audit and the discussion with Mr. Harcum and APAS that FIMA had two cell phones assigned to employees. We determined that the department is using the most cost effective plan.

### **GOVR - Office of Intergovernmental Relations**

On March 29, 2006, we had not met with Ms. Cassandra Barr of GOVR to discuss the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. We met with APAS for this department. We were able to determine as a result of our audit and the discussion with APAS, that GOVR had six cell phones assigned to employees. We determined that the department is using the most cost effective plan.

### **HRMS – Office of Human Resources Management Services**

On November 14, 2005, we met with Ms. Ruth Parks of Workforce Development and Administration (WFDA) and discussed the number of cell phones assigned to HRMS office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that WFDA had 11 cell phones assigned to employees. We determined that the department is using the most cost effective plan.

### **IRPG - Office of Infrastructure Renewal Project Group**

On October 31, 2005, we met with Mr. Dave Couch of IRPG and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that IRPG had 60 cell phones assigned to employees. It was determined that three phones would be returned to the Office of Administrative and Program Services (APAS). As a result of the meeting, we coordinated our effort with Mr. Couch and recommended the most cost effective plan for the office.

As a result of the follow-up on July 2006 cell phone usage, IRPG identified three employees, that are no longer part of their department. IRPG also identified two cell phones that were reassigned to different departments. IRPG is reviewing the 25 cell phones with low usage to determine if the cell phones are needed. IRPG has 63 cell phones.

### **ITSV - Office of Information Technology and Services**

On October 31, 2005, we met with Mr. Don McCanless of ITSV and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that ITSV had 2 data cards and 62 cell phones assigned to employees. It was determined that five cell phones would be returned to the Office of Administrative and Program Services (APAS). As a result of this meeting, we coordinated our efforts with Mr. McCanless and recommended the most cost effective plan for the office.

As a result of the follow-up on July 2006 cell phone usage, ITSV identified nine cell phones that are no longer part of their department. ITSV indicated that the cell phones with low usage were needed based on job responsibility. At December 05, 2006, there are 78 cell phones.

### **LAND - Office of Property Development and Management**

On March 30, 2006, we met with Mr. Joe Finlayson of LAND to discuss the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. We were able to determine as a result of our audit and the discussion with Mr. Finlayson, that LAND had eight cell phones assigned to employees. We determined that the department is using the most cost effective plan.

### **MACS - Office of MetroAccess Service**

March 29, 2006, we met with Christian Kent of MACS to discuss the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. We were able to determine as a result of our audit and the discussion Mr. Kent that MACS had five cell phones assigned to employees. We determined that the department is using the most cost effective plan.

### **MKTG - Office of Marketing and Advertising**

On November 9, 2005, we met with Ms. Carlotta Tyler of MKTG and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that MKTG had 27 cell phones assigned to employees. As a result of the meeting, we coordinated our effort with Ms. Tyler and recommended the most cost effective plan for the office. We determined that the department is using the most cost effective plan.

As a result of the follow-up on July 2006 cell phone usage, MKTG gave up three cell phones due to low usage, thereby reducing the total cell phones to 27.

### **MREP - Office of Media Relations, Events and Employee Programs**

On November 8 2005, we met with Ms. Lisa Farbstein of MREP and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that MREP had ten cell phones assigned to employees. As a result of the meeting, we coordinated our effort with Ms. Farbstein and recommended the most cost effective plan for the office.

### **MTPD - Metro Transit Police Department**

On November 8, 2005, we met with Mr. Brian Heanue of MTPD and discussed the number of cell phones assigned to the department, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that MTPD had 102 cell phones assigned to employees that are managed by APAS. MTPD also has 86 cell phones used as backup cell phones that they manage themselves. This is a special arrangement that is within MTPD. As a result of the meeting, we coordinated our effort with Mr. Heanue and APAS reviewed the most cost effective plan for the department. We determined that the department is using the most cost effective plans.

### **OLIA - Office of Operations Liaison**

On November 16, 2005, we met with Ms. Bea Hicks of OLIA and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that OLIA had eight cell phones assigned to employees. As a result of the meeting, we coordinated our effort with Ms. Hicks and recommended the most cost effective plan for the office. We determined is using the most cost effective plans.

### **OPAS - Office of Operations Planning and Administrative Support**

On November 11, 2005, we met with Mr. Robert Orr of OPAS and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that OPAS had 87 cell phones assigned to employees. As a result of the meeting, we coordinated our effort with Mr. Orr and reviewed the cost effective plan for the office.

### **OPER – Department of Operations**

On April 24, 2006, we spoke with Ms. Deborah Porter of OPER to discuss the number of cell phones assigned to the office, the names of the employees that were assigned



cell phones and the usage pattern of each user. We were able to determine as a result of our audit and the discussion with Ms. Porter, that OPER had five cell phones assigned to employees. We determined that the department is using the most cost effective plan.

### **PAIT – Department of Planning and Information Technology**

On January 18, 2006, we met with Mr. Joel Washington of PAIT and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. The department was reorganized. As a result of our audit and during the discussion, we determined that PAIT had seven cell phones assigned to employees. As a result of the meeting, we coordinated with Mr. Washington and reviewed the most cost effective plan for the office. We determined plans were at the most cost effective.

### **PCOM - Office of Project Communications**

On November 21, 2005, we met with Ms. Deborah Johnson and Ms. Patricia Tomczyszyn PCOM and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we noted that PCOM was reorganized since the last audit. The department also became responsible for the ordering to cell phones for the PACT team. The PACT team cell phones are listed under each department that has a representative. The PCOM department had 23 cell phones assigned to employees. It was determined that two phones would be returned to the Office of Administrative Program and Services (APAS) due to people leaving. As a result of this meeting, we coordinated our efforts with Ms. Johnson and reviewed the most cost effective plan for the department. We determined that PCOM plans were working with APAS to insure that they would receive the most cost effective.

### **PLNT - Office of Plant Maintenance**

On November 2, 2005, we met with Ms. Connie Williams and Ms. Doris Mann of PLNT and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that PLNT had 111 cell phones assigned to employees. As a result of the meeting, we recommended that PLNT continue to monitor its cell phone usage and minimize the 411 directory charges. We determined that the department is using the most cost effective plan.

### **PRMT - Office of Procurement and Materiels**

On November 3, 2005, we met with Ms. Lucy Jackson of PRMT and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that PRMT had 20 cell phones assigned to



employees. As a result of the meeting, we coordinated our effort with Ms. Jackson and recommended the most cost effective plan for the office.

### RAIL – RAIL Service

On November 3, 2005, we met with Mr. Steve Feil of RAIL and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that RAIL had two cell phones assigned to employees. As a result of the meeting, we coordinated our effort with Mr. Feil and recommended the most cost effective plan for the office. We determined that the department is using the most cost effective plan

### RRTS – Rail Reliability and Technical Services

On December 21, 2005, we met with Ms. Chris Barker of RRTS and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that RRTS had seven cell phones assigned to employees. As a result of the meeting, we coordinated our effort with Ms. Barker and recommended the most cost effective plan for the office. We determined that the department is using the most cost effective plan

### RTRA - Office of Rail Transportation

Since the last audit, the department was reorganized and the following divisions were created:

- LSBO – Line Service Blue/Orange Line – Mr. Charles Dziduch
- LSRD – Line Service Red Line – Ms. Belinda J. Jones
- LSYG – Line Service Yellow/Green – Ms. Rita Davis

#### **LSBO**

On December 30, 2005, we met with Mr. Charles Dziduch and his department supervisors of LSBO and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. We also discuss how to review the cell phone bills for personal calls. As a result of our audit and during the discussion, we determined that LSBO had 40 cell phones assigned to employees. As a result of the meeting, we coordinated our effort with Mr. Dziduch and recommended that he review the cell phone bills to ensure that most cost effective plan for the office is obtained.

#### **LSYG**

On January 24, 2006, we met with Ms. Rita Davis of LSYG and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. We also discuss how to review the

cell phone bills for personal calls. As a result of our audit and during the discussion, we determined that LSYG had seven cell phones assigned to employees. As a result of the meeting, we coordinated our effort with Ms. Davis we determined that the department is using the most cost effective plan.

## **LSRD**

On March 30, 2006, we met with Ms. Belynda Jones to discuss the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. We met with APAS for this department. We were able to determine as a result of our audit and the discussion with APAS, that LSRD had 12 cell phones assigned to employees. We determined that the department did not exceed the minutes for the department. We determined that the department is using the most cost effective plan.

## **SARP - Department of System Safety and Risk Protection**

On October 31, 2005, we met with Ms. Mary Douglas-Brown of SARP and discussed the number of cell phones assigned to the department, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that SARP had 54 cell phones assigned to employees. It was determined that 10 phones would be re-evaluated low usage. As a result of the meeting, we coordinated our effort with Ms. Douglas-Brown and recommended the most cost effective plan for the department.

As a result of the follow-up on July 2006 cell phone usage, SARP gave up seven cell phones due to low usage and retired individuals, thereby reducing the total cell phones to 54.

## **SCOS - Department of Secretary and Chief of Staff**

On March 23, 2006, we met with Ms. Judy Leary to discuss the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. We were able to determine as a result of our audit and the discussion with APAS, that SCOS had three cell phones assigned to employees. We determined that the department is using the most cost effective plan.

## **SMRT –Office of SmarTrip Operations**

On March 23, 2006, we met with Mr. Craig Maxey of SMRT to discuss the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. We were able to determine as a result of our audit and the discussion with Mr. Maxey, that SMRT had two cell phones assigned to employees. We determined that the department is using the most cost effective plan.

### **SMNT - Systems Maintenance- Communications**

On November 4, 2005, we met with Mr. Alan Nabb of previously SMNT and now TSSM/COMM and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that SMNT had 123 cell phones assigned to employees. As a result of the meeting, we coordinated our effort with Mr. Nabb and recommended the most cost effective plan for the office. We determined that the department is using the most cost effective plan.

### **TRES - Office of Treasurer**

On November 7, 2005, we met with Ms. Pat Green of TRES and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that TRES had 25 cell phones assigned to employees. As a result of the meeting, we coordinated our effort with Ms. Green and recommended the most cost effective plan for the office. We determined that the department is using the most cost effective plan.

### **TRST - Office of Track and Structures**

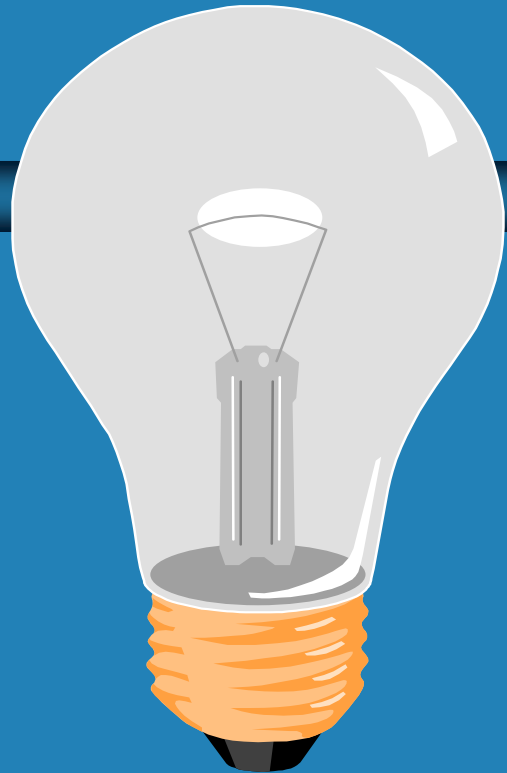
On November 4, 2005, we met with Mr. Louis Testa of TRST and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that TRST had 111 cell phones assigned to employees. We noted that TRST had been proactive in evaluating its cell phone usage prior to the start of our audit and had already switched to the most effective cost plan. As a result of the meeting, we recommended that TRST continue to monitor its cell phone usage and minimize the 411 directory charges. We determined that the department is using the most cost effective plan.

### **WFDA –Workforce Development and Administration**

On November 14, 2005, we met with Ms. Ruth Parks of WFDA and discussed the number of cell phones assigned to the office, the names of the employees that were assigned cell phones and the usage pattern of each user. As a result of our audit and during the discussion, we determined that WFDA had ten cell phones assigned to employees.

**Internal Audit Report  
No. AUD 07-067**

Ω **Questions**



Ω **If you have any questions or comments  
pertaining to this Internal Audit Report,  
please contact:**

Ω **James C. Stewart  
962-1008**