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**Commission on Ethics &
Public Trust**

Miami-Dade County

Memorandum

To: **Felix Jimenez, Office of the Inspector General** File: **K15-007** Date: **Jan. 13, 2015**

From: **Robert Steinback**

Re: **COE referral: Olga Navarro**

**CASE
CLOSED**

The investigator met with Olga Navarro, a walk-in, on Friday, January 9, 2015. Navarro said she works for the Identification (ID) section of Miami International Airport, which issues IDs for all airport employees, contractors and other authorized personnel. She is a 25-year employee of the Airport, but has only been in the ID section since "around 2011." *1/23/2015*

Since Navarro transferred into her present department, she asserts that she has been given no written standard operating procedures for her to follow when issuing IDs. She said whatever training she has received has been haphazard, and generally conducted by fellow employees who are not trained as instructors. Navarro said she has asked repeatedly for standardized written guidelines but has been rebuffed or denied. When she has been given guidance, the rules did not appear to be professionally drafted or always consistent. She said she has often had to memorize practices and standards because no written versions of standard operating procedures have been given to her.

Her concerns are twofold: One, she is concerned that airport security is being compromised by lax security-clearance practices. Navarro said MIA is considered a "Category X," or high-risk, airport from a security standpoint (evidently according to a federal government ranking). Navarro said that the documents needed for the issuance of an airport ID should be signed and dated by a supervisor, but frequently are not. Navarro said she has tried on numerous occasions to try to meet with her supervisors about these issues, but "they didn't want it."

Citing an example, Navarro said she was told to issue ID to all federal employees who requested them, so she gave IDs to two Centers for Disease Control people who, it turns out, did not have clearance to receive airport security badges. When she raised the issue with supervisors, she said they claimed that they had never given her that blanket directive regarding federal employees. She is afraid that this kind of record of errors will be pinned

entirely on her, even though she claims to be the loudest voice seeking more procedural formality with respect to training and standardization of procedures.

Among the people she named as her supervisors were:

- Lauren Stover, assistant aviation director;
- Odalys Bellow, aviation security coordinator;
- Susan Feeney, aviation security manager;
- Wallace Madry, human resources Director for the Airport
- Barbara Jimenez, assistant director

Navarro said that her other concern was that her supervisors were deliberately positioning her to take any blame should their lax operation should errors or problems result in security breaches of other operational problems.

Regarding training deficiencies, Navarro said, "To train properly, we need procedures. I've been assigned different people to train me with different approaches ... My concern is the security." Navarro implied that her supervisors have deliberately avoided committing certain directives to paper. "They don't want anything in writing," she said. "So often they say one thing and then they deny they said it."

Navarro believes she is being retaliated against because she is "stepping on everyone's toes." She said she has received Disciplinary Action Reports (DARs) that she believes are unfounded. But Navarro believes certain subordinates of certain supervisors "collaborate with supervisors" to verify what she claims are unfounded allegations. She believes supervisors and some underlings are "working together to get rid of her." She said she has received two DARs that were "supervisor reprimands. Other than the DARs, Navarro did not state that direct retaliatory action had been taken against her, but feared that some action might be imminent.

Navarro said she has considered approaching a county commissioner or the County Mayor, but has not yet done so.

Navarro describes her training as "botched." She said instructions regarding proper procedures were generally verbal

Navarro said that there are "some people with security access who don't deserve it."

Navarro also described having a complaint lodged against her that resulted in her being put on administrative leave at home for a month in September 2013. She says she was not given the details of the complaint, and didn't know who had lodged it or, initially, what it was about. She was ordered to see a psychotherapist, was evaluated and cleared to return to work in October 2013. Navarro subsequently learned that there were "concerns for people's safety" expressed about her by co-workers, but said she doesn't know what they are referring to. She says she has not seen the final report on the matter, which is presumably closed, and may be a public record (unless it is somehow covered under a HIPAA exception). In any case Navarro has said she has asked for the report but not given it.

Navarro said that after a several-month medical leave that followed the administrative leave, she met with Wallace Madry, who she said told her that she needed to look for another job. She claims he told her, "You are hated" by her coworkers. She also said Madry told her, "One more complaint and you're out of there." I took that to mean one more complain BY her, not one more ABOUT her, but this is only my interpretation based on the context.



Memorandum

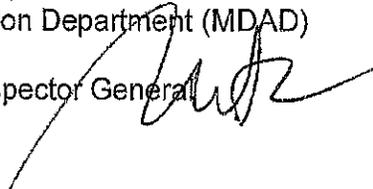
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DIRECTOR

To: Emilio T. Gonzalez, Director
Miami-Dade Aviation Department (MDAD)

From: Mary T. Cagle, Inspector General 

Date: January 30, 2015

Subject: Complaint Referral CR1098-1415-M

The Office of the Inspector General (OIG) received a complaint referral from the Miami-Dade Commission on Ethics and Public Trust (COE). The complaint was from MDAD employee Olga Navarro, who works in the Identification (ID) section, concerning airport security.

Ms. Navarro worries that airport security is being compromised due to lax security clearance practices when issuing airport IDs. Ms. Navarro has been outspoken about the need for formal training procedures and standardized written guidelines and fears retaliation by her supervisors.

We are referring the attached complaint to you for your review and for whatever action you deem appropriate. The OIG will not be taking any action, however, we would like to receive your investigative findings as well as any action taken within 60 days.

MC/mm

Attachment

cc: Olga Navarro via email
Ms. Erin Moran, Supervisory Transportation Security Inspector,
Transportation Safety Administration

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