



Annual Report

for the
Florida Department of Highway Safety
and Motor Vehicles

Office of Inspector General

Building Public Confidence through Integrity, Accountability, and Efficiency

Fiscal Year 2014 – 2015



Terry L. Rhodes
Executive Director

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September 9, 2015

Terry L. Rhodes, Executive Director
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2900 Apalachee Parkway
Tallahassee, Florida 32399-0500

Dear Director Rhodes:

In accordance with Section 20.055(7), Florida Statutes, I am pleased to present the Office of Inspector General's Annual Report for Fiscal Year 2014-15. While this report documents the activities that fall within the responsibility of this office, it also reflects the high professional standards of the members that comprise the Office of Inspector General team who were instrumental to our success and accomplishments this past year.

The Office of Inspector General is committed to providing leadership in the promotion of accountability and integrity. We will continue to work with Departmental management and staff to promote our mission of **building public confidence through integrity, accountability, and efficiency** throughout the Department. Thank you for your continued support of our efforts.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Julie M. Leftheris".

Julie M. Leftheris
Inspector General



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Background

The role of the Office of Inspector General (OIG) is to provide a central point for coordination of, and responsibility for, activities that promote accountability, integrity and efficiency in the Department. Section 20.055, Florida Statutes (F.S.), defines the duties and responsibilities of agency inspectors general. It requires that each inspector general shall submit to the department head an annual report, not later than September 30th of each year, summarizing its activities during the preceding state fiscal year. This report includes, but is not limited to:

- A summary of each audit and investigation completed during the reporting period;
- A description of activities relating to the development, assessment, and validation of performance measures;
- A description of significant abuses and deficiencies relating to the administration of programs and operations of the agency disclosed by investigations, audits, reviews, or other activities during the reporting period;
- A description of recommendations for corrective action made by the OIG during the reporting period with respect to significant problems, abuses, or deficiencies identified; and
- The identification of each significant recommendation described in previous reports on which corrective action has not been completed.

This report is presented to the Executive Director in accordance with statutory requirements to describe how the OIG accomplishes its mission as defined by Florida Law.

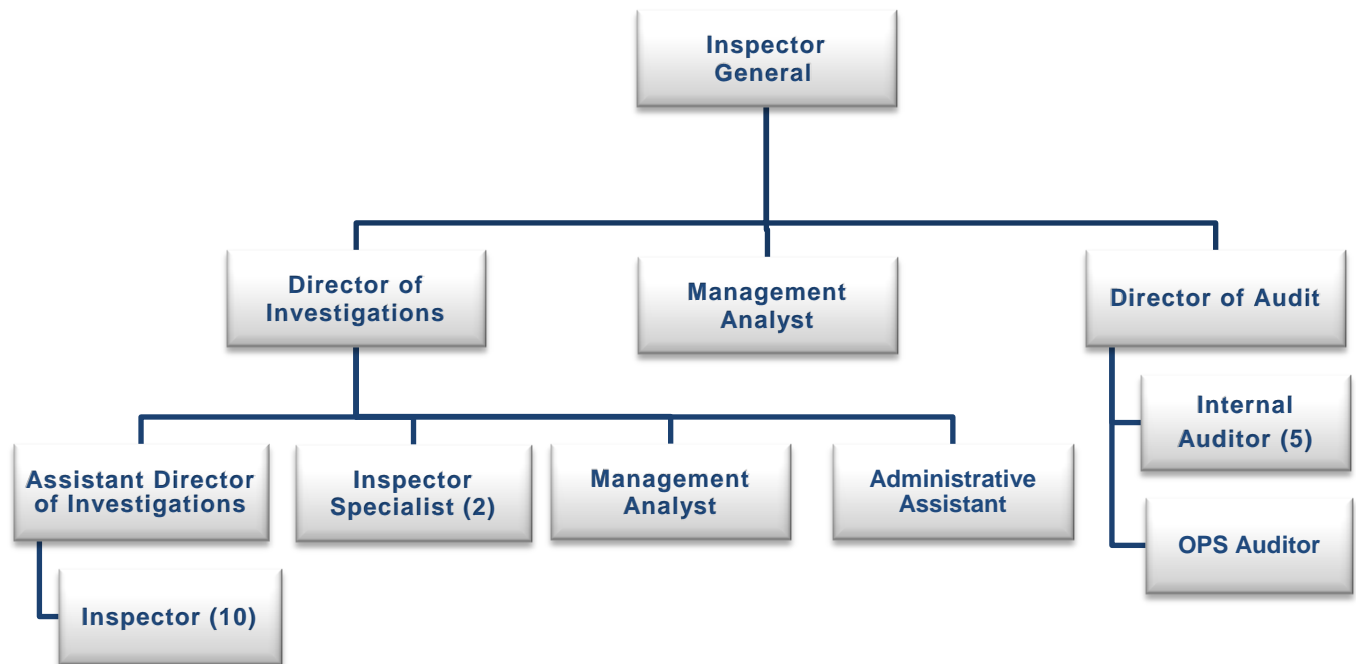
Inspector General Responsibilities

The specific duties and responsibilities of the Inspector General according to Section 20.055(2), F.S., include:

- Providing direction for, supervision and coordination of audits, investigations, and management reviews relating to the programs and operations of the state agency;
- Keeping the agency head informed concerning fraud, abuses, and deficiencies relating to programs and operations administered or financed by the state agency, recommending corrective action concerning fraud, abuses, and deficiencies and reporting on the progress made in implementing corrective action;
- Reviewing the actions taken by the state agency to improve program performance and meet program standards and making recommendations for improvement if necessary;
- Advising in the development of performance measures, standards, and procedures for the evaluation of state agency programs;
- Ensuring effective coordination and cooperation between the Auditor General, federal auditors, and other governmental bodies with a view toward avoiding duplication; and
- Maintaining an appropriate balance between audit, investigative, and other accountability activities.

Organization

The organizational structure for the OIG on June 30, 2015, was as follows:



Staff Qualifications

OIG staff have backgrounds and experience that cover a wide variety of disciplines that include accounting, auditing, law enforcement, program evaluation, and management. Staff members have professional certifications and participate in a number of professional organizations to maintain proficiency in the areas of their profession. Below is a summary of professional certifications maintained by OIG staff members:

Certifications:

- Certified Inspector General
- Certified Inspector General Auditor
- Certified Inspector General Investigator
- Certified Public Accountant
- Certified Internal Auditor
- Certified Fraud Examiner
- Certified Information Systems Auditor
- Certified Government Auditing Professional

Reaccreditation of the Investigations Function

An accreditation program has long been recognized as a means of maintaining the highest standards of professionalism. Accreditation is the certification by an independent reviewing authority that an entity has met specific requirements and prescribed standards.

On October 31, 2007, the Governor's Chief Inspector General, along with the Florida Department of Law Enforcement and the Commission for Florida Law Enforcement Accreditation, Inc. (CFA) initiated an accreditation program for the Inspectors General Investigative function of state agencies. The standards were approved by the CFA in February 2009 and went into effect July 1, 2009.

In May 2015 the OIG's Investigative Unit was approved by CFA as an accredited OIG in February 2011 and the OIG attained reaccreditation on July 17, 2013. The OIG's Investigative Unit is preparing for its second reaccreditation in 2016. The OIG continues to evaluate its investigative process to ensure compliance with CFA standards.

Audit Quality Assessment Review – July 2013 through June 2014

Section 11.45(2)(i), F. S., requires that the Auditor General, once every three years, review a sample of internal audit reports to determine compliance by the Office of Inspector General with the current International Standards for the Professional Practice of Internal Auditing or, if appropriate, Government Auditing Standards.

The Auditor General completed their review of the Office of Inspector General in October 2014 and reported that the quality assurance program related to the office's internal audit activity was adequately designed and complied with during the review period to provide reasonable assurance of conformance to applicable professional auditing standards. Also, the OIG complied with the provisions of Section 20.055, F.S., governing the operation of State agencies' offices of inspectors general internal audit activities.

Staff Accomplishments

In August 2014 Erin Mook obtained her Certified Inspector General Auditor certification and Randy M. Snow obtained his Certified Inspector General Investigator certification from the Association of Inspectors General.

In May 2015, OIG team members Harold Schweinsberg and David Ulewicz completed the Department's Leadership Development Institute. A yearlong program focused on developing internal leaders through competency-based training emphasizing on applying the knowledge gained to improve the Department. David received an award of excellence for his project on improving the Audit Section's engagement follow-up process.

In April 2015 Julie Leftheris became a Certified Fraud Examiner (CFE). The CFE is a credential awarded by the Association of Certified Fraud Examiners. The association is the world's largest anti-fraud organization and premier provider of anti-fraud training and education. The CFE exam covers the following areas: Fraud Prevention and Deterrence, Financial Transactions, Fraud Investigations and Legal Elements of Fraud.

Internal Audit Basics and Kevin Doar and Keaton Wilson have passed two of the three parts of the Certified Internal Auditor exam – Internal Audit Basics and Internal Audit Practice.

Staff Training

Section 20.055, F.S., requires offices of inspector general to conduct audits and investigations in accordance with professional standards. Specifically, the statute requires that we comply with the General Principles and Standards for Offices of Inspector General as published and revised by the Association of Inspectors General, and that audits are conducted in accordance with the International Standards for the Professional Practice of Internal Auditing as published by the Institute of Internal Auditors.

The Association of Inspectors General specifies that each staff member who performs investigations, audits, evaluations, or reviews should receive at least 40 hours of continuing professional education every two years that directly enhances the person's professional proficiency. For audit staff members, 40 hours of continued education is required annually. To ensure staff members are prepared to meet OIG mission requirements and comply with requirements specified in Section 20.055, F.S., we utilize various training resources to fulfill the specific training needs of each OIG member.

Internal Audit

The purpose of the Internal Audit Section is to help the Department accomplish its objectives by providing management with independent and objective reviews and consultation regarding risk management, control, and governance processes of financial, operational, information technology, and other relevant areas. Analyses, appraisals, and recommendations related to reviews of program areas and processes are furnished to management and other Department members to assist them in effectively managing their areas of responsibility.

Internal audit activities are performed in accordance with *International Standards for the Professional Practice of Internal Auditing* published by the Institute of Internal Auditors and *General Principles and Standards for Offices of Inspector General* published by the Association of Inspectors General.

The Internal Audit Section also provides independent advisory services to Department management for the administration of its programs, services, and contracting process. Additionally, other limited service engagements, such as special projects and investigative assistance, are performed and are typically more specific in scope than an audit or review.

Assurance Services

Assurance Services are performance audits, compliance audits, financial audits, and attestations. Assurance services contribute to government accountability for the use of public resources and the delivery of services. Assurance service engagements are used to evaluate performance and internal controls for:

- Economic and efficient use of resources;
- Reliability and integrity of information;
- Safeguarding of assets;
- Compliance with policies, procedures, laws, and regulations; and
- Accomplishment of established objectives and goals for operations or programs.

Advisory Services

Advisory Services are consultative and related client service activities, the nature and scope of which are agreed upon with the client, and that are intended to add value and improve the Department's operations. Examples include counsel, advice, facilitation, process design, and training.

Audit standards prohibit advisory services which constitute performing management functions, making management decisions, auditing our own work, or providing non-audit services in situations where the amounts or services involved would be significant/material to the subject matter of an audit.

Annual Risk Assessment and Work Plan Development

Section 20.055 F.S., requires the inspector general to conduct and analyze the results of a risk assessment to assist in the development of an annual Audit Work Plan.

A risk assessment is the identification and analysis of relevant risks to achieving an organization's objectives, for the purpose of determining how those risks should be managed. Risk assessment implies an initial determination of operating objectives, then a systematic identification of those things that could prevent each objective from being attained. In other words, it's an analysis of what could go wrong. A risk assessment also aids management in determining the appropriate balance between control and risks.

The Internal Audit Section conducts annual risk assessments to identify risk exposures and assists management in developing an understanding of risk to assist with their responsibility to manage them appropriately. The risk assessment activities aid in developing the OIG Annual Work Plan. The Work Plan for the 2014-15 and 2015-16 Fiscal Years were based on the results of the risk assessment, prior OIG audit and investigative findings, external audits, special assignments, and requests from management.

Performance Measure Assessment

Performance measure assessments are designed to assess the reliability and validity of information on performance measures and standards and recommend improvements, if necessary. Section 216.013, F.S., requires state agencies to develop long range program plans to achieve goals, provide the framework for developing budget requests, and identify and update program outcomes and standards to measure progress toward program objectives. Section 20.055(2), F.S., requires the OIG to perform a validity and reliability assessment of their agency performance measures and, if needed, make recommendations for improvements.

External Audit Coordination

The Internal Audit Section serves as a liaison to external agencies who audit the Department and monitors and tracks findings and recommendations that result from these external audits as well as monitors and tracks management efforts to correct audit findings.

Legislative Budget Request

The OIG prepares the Schedule IX of the Department's Legislative Budget Request. The Schedule IX, *Major Audit Findings and Recommendations*, is designed to inform decision makers on recent major findings and recommendations found in Auditor General and OIG audit reports. This schedule summarizes major findings and recommendations from audit reports issued during the current and previous fiscal years.

Compliance Reviews

Single Audit Reviews - The Department collects and distributes annual use fees for over 100 different specialty license plates to the related organizations. Section 320.08062, F.S., requires all organizations that receive annual use fee proceeds for specialty license plates to annually submit an attestation or audit report pursuant to Section 215.97, F.S., for the purpose of certifying that the proceeds were used in compliance with statutory requirements. Internal audit staff reviewed 33 single audit reports submitted by the recipient organizations.

DUI Programs - DUI Programs are required by Rule 15A-10.012, Florida Administrative Code (FAC), to submit a certified financial audit and an independent auditor's report on compliance with laws and regulations to the Department annually. Internal audit staff reviewed 17 DUI program audit reports.

Audit Projects

The following summaries describe the 16 audit engagements completed by the Internal Audit Section during the 2014-15 Fiscal Year. Three of the audits were of Department program areas, nine were of specialty tag organizations, and four quarterly audits were conducted of the Florida Highway Patrol's Information and Evidence Fund.

Department Program Audits

FHP Evidence and Property Audit Audit Report 201314-36 – October 15, 2014

The Florida Highway Patrol is granted authority under the provisions of Chapter 321, F.S., to seize contraband and stolen property, and to make arrests for violations of federal, state, and county laws, or municipal ordinances. Along with this authority comes the responsibility to protect and safeguard any property taken as evidence.

The purpose of this audit was to review and evaluate whether the Florida Highway Patrol Evidence and Property function is operating in compliance with Florida Highway Patrol policy and procedure and to identify potential risks within the operation of the Evidence and Property function.

Identified risks that indicate the need for further improvement to existing processes and controls included the following:

- Evidence and Property Personnel are not disposing evidence and property according to Florida Highway Patrol policy and procedure;
- Physical security within some Florida Highway Patrol Evidence and Property Rooms is insufficient;
- Supervision and oversight of the Evidence and Property function is insufficient;
- Evidence packaging, labeling, and documentation of narcotics and currency are not conducted in accordance with policy and procedure;
- Evidence is not maintained and stored consistently within the various Evidence and Property Rooms and in accordance with the Florida Highway Patrol Evidence and Property Procedures Manual;
- The Florida Highway Patrol does not provide sufficient training to staff to conduct quarterly inspections, annual audits, and special inventory audits of the Evidence and Property function; and
- The current evidence system is not meeting Department needs.

Accounts Receivable Audit Report 201314-17 – October 22, 2014

The Department's Revenue Section is a function within the Bureau of Accounting, which is part of the Department's Division of Administrative Services. The Revenue Section is responsible for daily transactions including receiving, distributing, reporting, and reconciling all revenue collected by the Department.

The Department's Accounts Receivable Section primarily records incoming money processed through the Department's mailroom; data sales fees from various records such as Public Access, Motor Vehicle Records, and Driver License Records; and Commercial Vehicle Enforcement payments for commercial vehicle citations. Approximately \$2.7 billion in revenue was accounted for during the 2012-13 Fiscal Year.

The purpose of this audit was to review and evaluate the Accounts Receivable process for efficiency and effectiveness, and compliance with applicable state laws and Department policies and procedures during January, February, and March 2014.

The audit identified the following issues which require management attention:

- The Accounts Receivable Section does not have adequate controls in place to ensure only approved personnel have access to the safe in the Accounts Receivable office;

- The Bureau of Accounting does not wait adequate time before issuing a refund;
- The Accounts Receivable Section is not always charging a service fee to motor carrier companies who pay citations with worthless checks as required by Section 215.34(2), Florida Statutes;
- The Bureau of Accounting does not have an adequate process in place to notify program areas when member reimbursement checks should no longer be accepted from members who have violated Department Policy 5.13; and
- The Accounts Receivable Section does not have adequate controls in place to ensure only approved personnel have access to electronic accounting systems.

IT Staff Augmentation Contracts Audit Report 201314-39 – May 4, 2015

The purpose of this audit was to evaluate both contract compliance and oversight of IT staff augmentation contracts for the 2013-14 Fiscal Year and select contracts from July 2014.

The audit identified the following issues which require management attention:

- Contract managers did not ensure contract deliverables were submitted as required by the contract.
- Contract deliverables are inconsistent or unclear in relation to IT staff augmentation contract requirements.
- User access rights for contractors were not timely removed as required by state, CJIS, and Department policy.
- Some contract managers have not completed or renewed required training.
- ISA did not maintain an accurate listing of all IT staff augmentation contract managers for Fiscal Years 2013-14 and 2014-15.

Florida Highway Patrol – Information and Evidence Funds Audits

The OIG conducted four quarterly audits of the FHP Information and Evidence (I and E) Fund. The Florida Highway Patrol's Bureau of Criminal Investigations and Intelligence is responsible for the use and maintenance of the I and E Fund. This fund is available to investigators to purchase materials as evidence or make payments to confidential sources for information that would otherwise be unavailable.

The purpose of these audits was to evaluate the internal controls over the I and E Fund and compliance with Florida Statutes, Florida Administrative Code, and Department policies and procedures. The scope of these audits included quarterly examinations of documentation supporting I and E Fund deposits and expenditures.

Based on our examinations of, the Florida Highway Patrol's Bureau of Criminal Investigations and Intelligence maintained, in all material respects, effective internal controls for the I and E Fund and operated the I and E Fund in compliance with applicable laws and Department

policies and procedures for the quarters ended June 2014, September 2014, December 2014, and March 2015 except as noted below:

The audit for the third quarter of the 2014-15 Fiscal Year (January, February, and March 2015) determined the bank signature card had not been updated to reflect recent staffing changes.

Florida Highway Patrol's Bureau of Criminal Investigations and Intelligence generally agreed with the finding and recommendations and has implemented corrective action.

Specialty Tag Audits

Specialty License Plate Audit - Florida Foundation for Responsible Angling, Inc. Audit Report 201314-27 – July 30, 2014

The purpose of this audit was to determine compliance with applicable laws, policies, and regulations related to the annual affidavit prepared by the Florida Foundation for Responsible Angling, Inc. for the Fish Florida specialty license plate.

Section 320.08058(40), F. S., specifies that a maximum of 15 percent of fees collected may be used for administrative costs directly associated with the Foundation's grant distribution program and license plate funding, and a maximum of 10 percent may be used for promotion and marketing of the Fish Florida license plate. Program funds shall be used to benefit aquatic education, marine resource stewardship, and ethical angling practices in Florida.

The audit determined the Florida Foundation for Responsible Angling, Inc. generally complied with applicable laws, policies, and regulations related to the annual affidavit, with the exception of not reallocating unexpended annual administrative, marketing, or promotion funds at year end for program purposes.

Specialty License Plate Audit – End Breast Cancer Audit Report 201314-42 – August 26, 2014

The purpose of this audit was to determine compliance with applicable laws, policies, and regulations related to the annual affidavit prepared by the Florida Breast Cancer Foundation, Inc. for the Breast Cancer Research (End Breast Cancer) specialty license plate.

Section 320.08058(33)(c), F.S., specifies that up to 20 percent of the annual use fees may be used for administrative costs directly associated with the operation of the Foundation and marketing and promotion of the Florida breast cancer research concept and license plate. The remaining funds shall be used to fund breast cancer education and research. Research funding shall be made available for the following: basic, clinical, and translational breast cancer research; epidemiological studies of breast cancer; research on possible links between breast cancer and the environment; psychoimmunological research; and innovative awards and idea grants.

The audit determined the Florida Breast Cancer Foundation, Inc. generally complied with applicable laws, policies, and regulations related to the annual affidavits.

Specialty License Plate Audit – State Wildflower Audit Report 201415-04 – September 3, 2014

The purpose of this audit was to determine compliance with applicable laws, policies, and regulations related to the annual affidavit prepared by the Florida Wildflower Foundation, Inc. for the State Wildflower specialty license plate.

Section 320.08058(27), F.S., specifies that a maximum of 15 percent of the proceeds from the sale of specialty license plates may be used for administrative and marketing costs. The remaining funds shall be used for research programs, educational programs, and planting grants for Florida native wildflowers, plants, and grasses.

The audit determined the Florida Wildflower Foundation, Inc. generally complied with applicable laws, policies, and regulations related to the annual affidavit for the State Wildflower specialty license plate.

Specialty License Plate Audit – Protect Our Oceans Audit Report 201415-11 – October 29, 2014

The purpose of this audit was to determine compliance with applicable laws, policies, and regulations related to the annual affidavit prepared by the Guy Harvey Ocean Fund, Inc. (Foundation) for the Protect Our Oceans (formerly Catch Me, Release Me) specialty license plate.

Section 320.08058(76), F.S., specifies that a maximum of 10 percent of the proceeds from the sale of plates may be used for administrative and marketing costs. The remaining funds shall be used to fund marine-related scientific research, including research of free-ranging pelagic marine species that inhabit, use, or migrate through Florida waters; conservation initiatives; and education and public outreach programs targeting school-aged children in the state.

The audit determined the Foundation generally complied with applicable laws, policies, and regulations related to the annual affidavit for the Protect Our Oceans specialty license plate.

Specialty License Plate Audit – Keep Kids Drug Free Audit Report 201314-46 – December 18, 2014

The purpose of this audit was to determine compliance with applicable laws, policies, and regulations related to the annual affidavit prepared by the Keep Kids Drug Free Foundation, Inc. (Foundation) for the Keep Kids Drug Free specialty license plate.

Section 320.08058(22), F.S., specifies that up to 10 percent of the proceeds from the annual use fee may be used for marketing and administrative costs. The remaining funds shall be used to fund activities to reduce substance abuse among residents of this state.

The audit determined the Foundation generally complied with applicable laws, policies, and regulations related to the annual affidavit.

Specialty License Plate Audit – Support Soccer Audit Report 201415-06 – April 20, 2015

The purpose of this audit was to determine compliance with applicable laws, policies, and regulations related to the annual affidavit prepared by the Lighthouse Soccer Foundation, Inc. (Foundation) for the Support Soccer specialty license plate.

Section 320.08058(53), F.S., specifies five percent is to be used for administrative costs and up to 25 percent may be used for continuing promotion and marketing of the license plate and concept. The remainder is to be distributed for various soccer activities

The audit determined the Foundation was not in compliance with several applicable laws, policies, and regulations related to the annual affidavits, including:

- Untimely distribution of funds for incorrect amounts to statutorily specified soccer organizations;
- Disbursement of funds in excess of the amount allowed by law for administrative purposes;
- Use of a direct payment methodology instead of the statutorily required grant mechanism;
- Untimely submission of annual affidavits; and
- Inadequate documentation, classification, and recording of expenditures.

The Foundation concurred with the recommendations, and has begun to implement corrective actions.

Specialty License Plate Audit – Salutes Firefighters Audit Report 201415-24 – April 20, 2015

The purpose of this audit was to determine compliance with applicable laws, policies, and regulations related to the annual affidavit prepared by the Florida Firefighters Charities, Inc. (FFC) for the Salutes Firefighters specialty license plate.

Section 320.08058(36), F.S., specifies the FFC shall distribute the moneys according to its articles of incorporation.

The audit determined the FFC generally complied with applicable laws, policies, and regulations related to the annual affidavit for the Salutes Firefighters specialty license plate.

Specialty License Plate Audit – Florida Sheriffs Youth Ranches Audit Report 201415-25 – May 18, 2015

The purpose of this audit was to determine compliance with applicable laws, policies, and regulations related to the annual affidavit prepared by the Florida Sheriffs Youth Ranches, Inc. (FSYR) for the Florida Sheriffs Youth Ranches specialty license plate.

Section 320.08058(23), F.S, specifies the specialty license plate fees shall be distributed to the FSyr for its operations.

The audit determined the FSyr generally complied with applicable laws, policies, and regulations related to the annual affidavit for the Florida Sheriffs Youth Ranches specialty license plate.

Specialty License Plate Audit - Support Law Enforcement Audit Report 201415-36 - June 29, 2015

The purpose of this audit was to determine compliance with applicable laws, policies, and regulations related to the annual affidavit prepared by the Florida Police Benevolent Association Heart Fund, Inc. (Heart Fund) for the Support Law Enforcement specialty license plate.

Section 320.08058(37), F.S., specifies the specialty license plate fees shall be distributed to the Heart Fund which shall distribute moneys according to its articles of incorporation.

The audit determined the Heart Fund generally complied with applicable laws, policies, and regulations related to the annual affidavit for the Support Law Enforcement specialty license plate.

Consulting Engagements

The Internal Audit Section completed 9 consulting engagements during the 2014-15 Fiscal Year.

Confidential Credentialing Unit Internal Control Review Consulting Engagement 201314-38 – July 22, 2014

The purpose of the engagement was to evaluate the risk management and control processes related to receiving, processing, and maintaining files of confidential identities in the form of identification cards and driver licenses.

Our review recommended the Bureau of Credentialing Services, Confidential Credentialing Unit, consider several process improvements to enhance and strengthen the Confidential Credentialing Unit and its activities. Due to the confidential nature of the Confidential Credentialing Unit the recommendations are not included in this summary.

Customer Service Center - December 16, 2014 Consulting Engagement 201415-10

The purpose of this engagement was to review the North Highland Customer Service Center Opportunity & Risk Evaluation, dated June 30, 2010, and the Bureau of Customer Service (Bureau) operations to determine if recommendations for improvement or efficiency were implemented.

We recommended the Bureau consider the following to improve the effectiveness and efficiency of the Customer Service Center operations:

- The Bureau should further enhance their customer service delivery strategy;
- The Bureau should periodically evaluate call demand, call routing, staffing levels, and trunk requirements to determine if the appropriate resources have been allocated to meet customer needs. Representatives from all areas of the Bureau and the Division of Information System Administration (ISA) should be involved in these evaluations;
- The Bureau and ISA should discuss immediate needs or enhancements that were overlooked in the initial setup phase of the Motor Services Contact Phone System and seek funding to implement any enhancements deemed a priority;
- The Bureau should only use stock utilization reports until differences between the stock and custom reports can be resolved;
- The Bureau should establish standards for acceptable behavior in the Bureau and strictly enforce those standards across all units; and
- A thorough review of organizational space and costs should be conducted by the Bureau.

Media Sanitization Internal Control Review Consulting Engagement 201415-16 – February 27, 2015

The purpose of this engagement was to determine if Department media sanitization policies and procedures comply with Florida Administrative Code (F.A.C.), Criminal Justice Information Services Security Policy (CJIS), and Personally Identifiable Information (PII) requirements and best practices. The results of this review are confidential and exempt from the provisions of Section 119.07(1), F.S.

Employees' Benefit Fund Consulting Engagement 201415-17– March 6, 2015

The purpose of this engagement was to review and evaluate the efficiency and effectiveness of Employees' Benefit Fund procedures and compliance with applicable laws and Department policy and procedure.

Upon review of the semi-annual Statement of Cash Income and Expenditures and supporting documentation for five Employee Benefit Funds for the period ending June 2014, our review determined all the transactions appeared to be for allowable expenses according to policy; however, the following considerations were recommended:

- The Division of Administrative Services ensure all supporting documentation, including receipts for expenditures, be submitted with the semi-annual Statement of Cash Income and Expenditures as required by policy;
- The Division of Administrative Services develop a process to ensure all expenditures are approved in writing by Employee Benefit Fund Committees; and
- The Employee Benefit Fund Committees timely deposit commission checks.

Surety Bond Internal Control Review Consulting Engagement 201415-14 - April 6, 2015

The purpose of this engagement was to review and evaluate the efficiency and effectiveness of the Department's bond process and compliance with applicable laws and Department policy and procedure.

The review noted the process relating to bonds in the Bureau of Purchasing and Contracts lacks controls which establish consistency in acquiring procurement and non-procurement bonds. We recommended the following considerations to the Bureau of Purchasing and Contracts:

- The Bureau of Purchasing and Contracts should develop written bid, protest, and performance bond guidelines; including criteria for determining bond requirements.
- The Bureau of Purchasing and Contracts should develop a systematic approach to use when determining the appropriate amount for each performance bond.
- The Department should establish a written plan or guidelines for when and how to draw upon a bond in the event that a contractor or vendor fails to provide the agreed upon services.

Financial Responsibility Security Deposit Internal Control Review Consulting Engagement 201415-18 - April 6, 2015

The purpose of this consulting engagement was to review and evaluate the efficiency and effectiveness of the Department's security deposit process and compliance with applicable laws and Department policy and procedure related to Florida's Financial Responsibility Law and Motor Vehicle No-Fault Insurance Law.

Upon review of the Department's security deposit process, the following considerations were provided to management with the purpose to strengthen controls regarding receiving, reviewing and maintaining security deposit records:

- The Bureau of Motorist Compliance should segregate duties so that the same staff member maintaining the security deposit spreadsheet is not also preparing the voucher request report.
- The Bureau of Motorist Compliance should require that a supervisor review all entries on the voucher request form prior to submitting the form to the Accounting and Refunds Section.
- The Bureau of Motorist Compliance should maintain supporting documentation for releasing security deposits for reasons allowed in Section 324.061, F.S.
- The Bureau of Motorist Compliance and the Bureau of Accounting should reconcile security deposit records on a regular basis.
- The Bureau of Motorist Compliance and the Bureau of Accounting should refer to electronic systems as the official system of record for security deposits.
- The Bureau of Motorist Compliance should consider strengthening access controls to the security deposit spreadsheets.
- The Bureau of Motorist Compliance should ensure records listed on the security deposit spreadsheet are accurate.

Driver License Office Cash Handling Internal Control Review Consulting Engagement 201415-15 - April 13, 2015

The purpose of this consulting engagement was to review and evaluate the efficiency and effectiveness of cash handling procedures at driver license offices and compliance with applicable laws and Department policy and procedure.

Our review of cash handling processes, interviews with management and staff, and auditor observations determined that overall the Department has adequate internal controls for cash management, and that driver license offices are generally accounting for and handling cash appropriately.

Recommendations were offered to provide opportunities to enhance existing controls and strengthen the safeguarding of cash assets and increase accountability.

Based on our observations and industry best practices for cash handling, the following considerations were recommended to Motorist Services Management:

- Maintain segregation of duties between members receiving cash and those responsible for performing daily reconciliations;
- Include system controls in Motorist Modernization which require a second person to void a transaction;
- Require supervisory review of all documentation regarding voided transactions;
- Include guidelines for voiding cash transactions in written cash handling procedures;
- Maintain a key inventory and determine when changing the combination to the safe is required;
- Follow Cash Management Procedures RM01.2 (4) and lock cash drawers when unattended;
- Limit authorized members to an absolute minimum number who require safe access to perform their responsibilities;
- Maintain cash drawer balances at the minimum level necessary to serve customers;
- Conduct random counts of each member's cash drawer as required in Cash Management Procedures RM01.9.; and
- Ensure all documentation maintained for the End of Day Financial Reports includes all required signatures, is correctly dated, and includes the proper reconciliation documentation as specified in the Revenue Management RM01 Cash Management Procedures.

Florida Highway Patrol Bias Based Profiling Review Consulting Engagement 201415-09 – May 15, 2015

The purpose of this engagement was to review and evaluate traffic stop data, including the gender and race of individuals involved in Florida Highway Patrol traffic stops. The review consisted of an evaluation of traffic stop data for 106 Troopers from January 1, 2014, through August 1, 2014. Each Trooper's traffic stop data was compared to county census data. Troopers with a variance of greater than 20% were referred to FHP management for additional research and evaluation.

In response to the OIG review, FHP conducted additional research to determine if the Troopers identified were initiating traffic stops on motorists in disproportionate numbers. FHP determined five Troopers' traffic stop activity was outside the established measure of 20%, when incorporating more detailed analysis of traffic stop data.

As a result, FHP has recommended establishing a monthly reporting system whereby each individual Trooper's traffic stops are evaluated based on information gathered from traffic stop data reports.

Accounts Payable Consulting Engagement 201415-20 – June 15, 2015

The purpose of this engagement was to review and evaluate the efficiency and effectiveness of the processes used to determine the validity of payments to vendors.

The review of Accounts Payable desktop procedures, Department calendar year 2014 Florida Accounts Information Resources transactions and vendor qualifications, did not identify any outstanding duplicate payments, payment to vendors who are on the State convicted or suspended vendor lists, or payments to vendors who have the same address as Department employees.

The following considerations were recommended to Accounts Payable:

- The Accounts Payable Section should update their *Accounts Payable Desk Procedures* to include the newest version of My Florida Market Place and control processes related to duplicate payments.
- The Accounts Payable Section should retain Florida Department of Financial Services (DFS) monthly duplicate payment inquiries and results for research and retention purposes.

Advisory Projects

The Internal Audit Section completed 13 advisory engagements during the 2014-15 Fiscal Year.

Follow-up Review of the Specialty License Plate Audit Florida Association of Food Banks, Inc. (FAFB) Advisory Memorandum 201314-32 – August 6, 2014

The purpose of this review was to determine whether FAFB management has implemented corrective actions for the recommendations communicated in the Specialty License Plate Audit of the Florida Association of Food Banks (201213-02), dated April 3, 2013.

The follow-up review determined that FAFB management has implemented corrective actions; including maintaining detailed time sheets for staff time spent on programs funded with specialty license plate fees, and establishing a monitoring methodology using budgetary and accounting

processes. The FAFB also reimbursed specialty license plate fees that were previously used for unallowable administrative expenses, and for education and advocacy activities.

Follow-up Review of the Auditor General Audit (2014-107) Advisory Memorandum 201314-43 – August 7, 2014

The purpose of this review was to determine whether management implemented corrective actions for the recommendations communicated in the Auditor General Audit Report number 2014-107.

The follow-up review determined management took appropriate actions in response to three of the four findings from the Auditor General's Audit. Management has begun, but not completed identifying and updating Oracle user profiles to meet the Department's security requirements.

Follow-up Review of the Auditor General Audit (2014-173) Advisory Memorandum 201415-05 – August 7, 2014

The purpose of this review was to determine whether management implemented corrective actions for the recommendations communicated in the Auditor General's Audit of the Basic Financial Statements of the State of Florida.

The follow-up review determined that the Bureau of Accounting modified procedures to require supervisory review prior to the year-end closing. The Bureau of Accounting also added a specific task to their timeline of actions to be completed during the close-out process to allow for supervisory review of all entries.

Follow-up Review of the Specialty License Plate Audit In God We Trust Foundation, Inc. (IGWT) Advisory Memorandum 201314-35 – August 14, 2014

The purpose of this review was to determine whether IGWT management has implemented corrective actions for the recommendations communicated in the Specialty License Plate Audit of the In God We Trust Foundation, Inc. (201213-30), dated August 13, 2013.

The follow-up review determined that IGWT management has implemented certain corrective actions, and the six findings are considered closed; however, a documentation review may be conducted for two findings by the Department's Division of Motorist Services when the IGWT files its 2014 affidavit

Follow-up Review of the Medical Review Program Audit Advisory Memorandum 201415-03 – September 30, 2014

The purpose of this review was to determine whether functional management has implemented corrective actions for the eight findings noted in the Medical Review Program Audit (201213-21), dated December 18, 2013.

The follow-up review determined management took adequate actions in response to six of the eight recommendations; including revoking the license of a driver determined incapable of operating a motor vehicle; establishing a review process to ensure timely revocations for failure to report for a required re-examination; timely revoking driver's licenses who have refused or neglected to submit required medical information; strengthening Expert user access privileges; limiting access to the Medical Review file room; ensuring medical restrictions are properly added and removed; and establishing expectations and procedures for reviewing medical review cases. Motorist Services management has also begun to formally evaluate an electronic document management solution to help keep track of documents, reports, and correspondence in the Medical Review Section.

Management has begun, but not completed, corrective actions on the remaining recommendations; including developing a process to ensure the Department's decision on licensure is rendered within 90 days. Management has also proposed changes to Chapter 15A-5.002, Florida Administrative Code, which would eliminate the requirement to directly submit all neurological cases to the Medical Review Board member that is a neurology specialist. These changes are expected to be approved by early 2015.

Follow-up Review of the Auditor General Audit (2014-183) Advisory Memorandum 201415-07 – October 2, 2014

The purpose of this review was to determine whether management implemented corrective actions for the recommendations communicated in the Auditor General Audit Report number 2014-183.

The follow-up review determined management took appropriate actions in response to six of the nine findings from the Auditor General's Audit. Management has begun, but not completed, corrective actions on the remaining recommendations; including implementing a procedure to track and report missing documentation that are not scanned into the Florida Real Time Vehicle Information System (FRVIS); regularly reviewing user access privileges in FRVIS; and implementing appropriate security controls related to monitoring database changes.

Follow-up Review of the Go Renew (Virtual Office) Audit Advisory Memorandum 201314-44 – October 10, 2014

The purpose of this review was to determine whether functional management has implemented corrective actions for the six findings noted in the Go Renew – Virtual Office Audit (201213-24), dated December 19, 2013.

The follow-up review determined management has implemented corrective actions for four of the findings; including employing a review and reconciliation process for the Virtual Office Program Area reports and implementing Work Request and Prioritization (WRAPs) to address the county optional vessel registration fees for Hillsborough County, the difference in fee calculations for biennial antique vehicle renewals in Virtual Office and the Florida Real Time Vehicle Information System, and to prevent personalized license plates from being renewed through Go Renew after the end of the 10-year period.

Management has begun, but not completed, corrective actions on the remaining recommendations; including initiating a WRAP to identify why voluntary contributions submitted through Virtual Office are not recognized by the Florida Real Time Vehicle Information System; and drafting a legislative proposal to revise Florida Statute to use a vehicles model date when determining antique status.

Third Follow-up Review of the Wrecker Rotation Process Audit Advisory Memorandum 201415-08 – November 21, 2014

The purpose of this review was to determine whether functional management has implemented corrective actions for the five findings noted in the Wrecker Rotation Process Audit (201112-15), dated June 27, 2012.

The first two follow-up reviews closed two of the five findings. Our third follow-up review determined management has implemented corrective actions for two of the three remaining findings; including ensuring the wrecker operator files are maintained in compliance with Department policies and procedures and updating the computer aided dispatch system to include a drop down box to note the reason for the cancellation or rotation of a wrecker.

Management has begun, but not completed, corrective action on one finding; including revising Florida Highway Patrol Policy 17.02, Wrecker Qualification and Allocation System, to assign Florida Highway Patrol Troopers to conduct wrecker operator inspections.

Follow-up Review of the License Plate and Title Paper Inventory Controls Audit Advisory Memorandum 201415-13 – January 12, 2015

The purpose of this review was to determine whether management implemented corrective actions for the five findings noted in the License Plate and Title Paper Inventory Controls Audit (201314-09) dated March 31, 2014.

Our follow-up review determined management has implemented corrective actions for four of the findings; including developing a plan to review all county year-end license plate audits in a timely manner; formally communicating the need to track title paper electronically; reviewing title paper maintained by tax collectors, agents, and Department sections or regions regularly; determining an appropriate volume of license plate inventory maintained for emergency purposes, and addressing excess inventory maintained in the Neil Kirkman Building.

Management has begun, but not completed, corrective actions on the remaining recommendation; reviewing tax collector office title paper storage and handling within the Quality Assurance site visit program.

Follow-up Review of the Specialty License Plate Audit Florida Heart Research Foundation, Inc. (Foundation) Advisory Memorandum 201415-29 – May 18, 2015

The purpose of this review was to determine whether Foundation management has implemented corrective actions for the recommendation communicated in the Specialty License

Plate Audit of the Florida Heart Research Foundation, Inc. – Stop Heart Disease (201314-30), dated June 13, 2014.

The follow-up review determined that management has implemented corrective actions related to the allocation for administrative, marketing, and promotion costs. The finding is considered closed.

**Follow-up Review of the Specialty License Plate Audit
Bike Florida, Inc. – Share the Road
Advisory Memorandum 201415-30 – May 18, 2015**

The purpose of this review was to determine whether Bike Florida, Inc. management has implemented corrective actions for the recommendation communicated in the Specialty License Plate Audit of the Bike Florida, Inc. – Share the Road (201314-08), dated February 19, 2014.

The follow-up review determined management has implemented corrective actions related to the allocation and balances for marketing and promotion costs. The finding is considered closed.

**Follow-up Review of the Specialty License Plate Audit
Florida Foundation for Responsible Angling, Inc. – Fish Florida
Advisory Memorandum 201415-31 – May 19, 2015**

The purpose of this review was to determine whether Florida Foundation for Responsible Angling, Inc. management has implemented corrective actions for the recommendation communicated in the Specialty License Plate Audit of the Florida Foundation for Responsible Angling, Inc. – Fish Florida (201314-27), dated July 30, 2014.

The follow-up review determined that management has implemented corrective actions related to the allocation of administrative, marketing, and promotion costs.

**Fourth Follow-up Review of the Wrecker Rotation Process Audit
Advisory Memorandum 201415-34 – May 19, 2015**

The purpose of this review was to determine whether functional management has implemented corrective actions for the findings noted in the Wrecker Rotation Process Audit (201112-15) dated June 27, 2012.

The follow-up review has determined that management has begun, but not completed, corrective action on one finding: revising Florida Highway Patrol Policy 17.02, Wrecker Qualification and Allocation System, to assign Florida Highway Patrol Troopers to conduct wrecker operator inspections.

Development, Assessment, and Validation of Performance Measures

Section 20.055(2)(b), F.S., requires the OIG to assess the validity and reliability of the information reported by the Department and make recommendations for improvement, if necessary, prior to submission of those measures and standards to the Executive Office of the Governor.

Performance Measures

Advisory Memorandum 201415-02 – October 29, 2014

The Department's Performance Measures for the 2013-14 Fiscal Year were reviewed as required by Section 20.055(2)(b), Florida Statutes. We assessed the validity and reliability of three measures reported for the 2013-14 Fiscal Year, and evaluated the proposed changes to seven performance measures for the Department's Long-Range Program Plan for the 2015-16 through 2019-20 Fiscal Years.

Of the three measures reviewed for the 2013-14 Fiscal Year; one was determined to be valid and reliable in relation to the intended purpose; one measure was determined not valid or reliable because of errors in the definition of the measure and in the methodology used to obtain the data; and another measure was determined not valid because of errors in the methodology used to obtain the data.

The proposed changes to three performance measures, and the four new measures that became effective July 1, 2014, are valid and reliable in relation to the intended purpose and use.

Status of Prior Audit Recommendations

Section 20.055, F.S., requires the identification of each significant recommendation described in previous annual reports on which corrective action has not been completed. As of June 30, 2015, there were three audit reports described in previous OIG annual reports that have significant recommendations open 12 months or more.

Audit Report 201213-03; Off-Duty Police Employment (ODPE) Issued on June 18, 2013

The outstanding recommendations relate to evaluating the current ODPE policies and considering enhancements to current processes and procedures to improve internal controls and monitoring of ODPE services performed by Department members.



**Audit Report 201213-33; Mobile Information Security
Issued on June 28, 2013**

The outstanding recommendations relate to the inconsistent application of and compliance with Department policy and procedures regarding data security.

**Audit Report 201415-03; Medical Review Program Audit
Issued on December 18, 2013**

The outstanding recommendations relate to the inconsistent compliance with administrative code regarding submission of neurological cases and timeliness of decisions on licensure.

Investigations

The Investigation Unit is responsible for the management and operation of criminal and administrative investigations involving the Department's law enforcement and civilian members as well as contractors or vendors. Investigations are conducted in accordance with the Association of Inspectors General *Quality Standards for Investigations*. The authority of the OIG investigative Unit is outlined in Section 20.055(6), F.S.

Each allegation is classified, subsequent to a conclusion of fact, based on a thorough and competent investigation as follows:

- Exonerated – The allegation is true; however, the action of the Department or the member was consistent with agency policy.
- Unfounded – The complaint was clearly false or there is no credible evidence to support the complaint.
- Not Sustained – There is insufficient proof to confirm or to refute the allegation.
- Sustained – The allegation is true; the action of the Department or the member was inconsistent with Department policy.
- Policy Failure – The allegation is true. The action of the Department or member was consistent with Department policy; however, the policy was deficient.

Once an investigation is completed:

- Case dispositions are reported to the Executive Director and appropriate managers.
- When allegations are sustained involving possible disciplinary action, the OIG provides the necessary facts to the Department's management staff to assist them in taking the appropriate disciplinary actions.
- Criminal investigations are referred to the appropriate State Attorney's Office for prosecution.

During the 2014-15 Fiscal Year, the Investigation Unit closed 106 cases of alleged member and vendor misconduct. Additionally, 160 inquiries were performed to assess allegations and 68 cases were referred to the appropriate Department functional area for handling.

Proactive Approach to Identify Fraud, Waste, and Abuse

On September 29, 2014, the Investigative Unit initiated a proactive approach to identify fraud, waste, and abuse in an overtime program within the Florida Highway Patrol titled SOAR (Statewide Overtime Action Response), pursuant to Section 20.055, Florida Statutes. To initiate a review of SOAR, the OIG obtained a listing from the Bureau of Personnel Services of the top ten individuals within each troop that had worked the most SOAR hours for the Fiscal Year 2013-2014. A formal review was conducted on the top 3 individuals within each Troop. This review consisted of an analysis of hours worked, compared to Computer Aided Dispatch (CAD) data, People First data, Mobile Forms/Traffic Stop Data Reports (TSDR) and Automatic Vehicle Locator (AVL) data.

Results of Review

The OIG determined that in some instances FHP members who were the top SOAR earners in their troop had claimed hours on their People First timesheet that they had not worked. Additionally, in some cases the members had left their duty posts during their tour of duty when not authorized to do so by proper authority, and had failed to utilize their Automatic Vehicle Locator (AVL) while operating their FHP patrol vehicles.

Of the 36 FHP members reviewed:

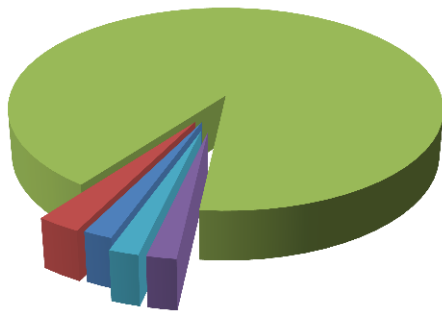
- 15 members (42%) appeared to be complying with FHP Policy and no further action was taken.
- 13 members (36%) based on the review were alleged to have violated FHP Policy and an OIG investigation was initiated. Investigations were initiated on 12 of the 13 members due to one Sergeant who retired prior to the initiation of an OIG investigation.
- 8 members (22%) were alleged to have minor FHP Policy violations and were referred to FHP, through the Office of Professional Compliance for further review and action.

Investigative Activities and Findings by Program Area

For the 2014-15 Fiscal Year, the following charts depict investigations performed by program area, investigative findings, and investigative activities performed.

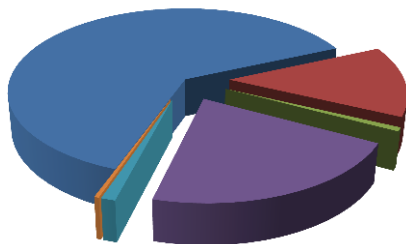
Investigative Activities	Number
Cases Opened	111
Cases Closed	106
Cases with Substantiated Allegations	77
Number of Criminal Investigations	3
Complaint Inquiries	160
Public Records Requests	271

Investigations by Program Area



- Office of Executive Director - 2
- Division of Motorist Services - 3
- Florida Highway Patrol - 97
- Adminstrative Services - 2
- Information Systems Administration - 2

Investigative Findings Related to the Number of Investigations Closed



- Sustained - 171
- Not Sustained - 37
- Exonerated - 2
- Unfounded - 58
- Arrest - 3
- Case Cancelled - 1

The information below depicts the identification of an investigative case number, date closed, a brief summary of the investigation, and disciplinary action if available for the 106 investigations completed during the 2014-15 Fiscal Year.

Investigative Case Summaries

20140168: (7/8/2014) Based on a citizen complaint, an investigation was initiated into the allegation that a Corporal and Trooper engaged in inappropriate physical conduct. The investigation determined the allegation was unfounded. Additionally, the investigation determined the Corporal and Trooper improperly used their assigned mobile data computer, the Trooper left their zone without permission, and the Trooper provided the Corporal their

password to their People First account. The investigation determined the allegations were sustained. The Trooper received a suspension.

20140102: (7/9/2014) Based on a citizen complaint, an investigation was initiated into the allegation that a former Trooper was subjected to a hostile work environment to include sexual and racial discrimination. The investigation determined the allegation was unfounded. It was alleged that a Sergeant made inappropriate comments referring to the Trooper's gender and that a Trooper made inappropriate comments about the Trooper. The investigation determined the allegation against the Sergeant was not sustained and the allegation against the Trooper was sustained. It was also alleged that a Sergeant subjected the Trooper to inordinate administrative revisions and failed to take supervisory intervention when the Trooper made the inappropriate comments. The investigation determined the allegations were unfounded. The Trooper received a written reprimand.

20140244: (7/28/2014) A Department initiated investigation was conducted into the allegations that a Trooper falsely reported canine training hours on FHP Training/Attendances Roster and altered dates on FHP Training/Attendance Rosters. The investigation determined the allegations were unfounded.

20140286: (7/28/2014) Based on a citizen complaint, an investigation was initiated into the allegation that a Trooper racially profiled the complainant during a traffic stop. The investigation determined the allegations were unfounded.

20140287: (7/28/2014) Based on a complaint received from another agency, an investigation was initiated into the allegations that a Trooper threatened revenge against a Deputy for writing their spouse a traffic citation and stating they wanted to punch the Deputy in the mouth. The investigation determined the allegation that the Trooper threatened revenge against the Deputy for writing their spouse a citation was not sustained, and the allegation that the Trooper said he wanted to punch the Deputy in the face was sustained. The Trooper received a written reprimand.

20140188: (7/28/2014) A Department initiated investigation was conducted into the allegations that a Sergeant shared their People First password with another employee, is not conducting required inspections, retaliated against the complainant for reporting a possible computer security issue, falsified their timesheets by remaining at their residence during working hours, and failed to ensure their Automatic Vehicle Locator (AVL) was activated. The investigation determined the allegations that the Sergeant shared their People First password with another employee, falsified their timesheets by remaining at their residence during working hours, and failed to ensure their AVL is activated were sustained. The investigation determined that the allegations that the Sergeant is not conducting required inspections and retaliated against the complainant for reporting a possible computer security issue were unfounded. The Sergeant resigned in lieu of termination.

20140305: (7/28/2014) A Department initiated investigation was conducted into the allegation that a Trooper has been using a Sergeant's password to log into People First system and approving timesheets of employees assigned to the Sergeant. The investigation determined the allegation was sustained. Additionally, the investigation determined the Trooper improperly

used a State computer which caused sexually explicit messages to be downloaded. The Trooper received a written reprimand.

20140292: (7/29/2014) A Department initiated investigation was conducted into the allegations that a Trooper was employed by a lobbying firm which is a conflict of interest and engaged in secondary employment without authorization. The investigation determined the allegations were sustained. Additionally, the investigation determined that the Trooper used his Department email to receive and transmit information regarding the lobbying firm. The Trooper received a suspension.

20140273: (7/29/2014) A Department initiated investigation was conducted into the allegation that a Trooper engaged in an unauthorized pursuit and failed to properly investigate a traffic crash. The investigation determined the allegations were sustained. No disciplinary action was taken in this case due to the Trooper being terminated as a result of another case.

20140319: (7/29/2014) A Department initiated investigation was conducted into the allegations that a Trooper failed to report for duty and gave a false location to the dispatch center. The investigation determined the allegations were sustained. No action was taken on this case due to the Trooper being terminated as a result of another case.

20140274: (7/29/2014) Based on a citizen complaint, an investigation was initiated into the allegation that a Trooper failed to conduct a DUI investigation on an alleged impaired driver during a traffic crash investigation. The investigation determined the allegation was sustained. The Trooper retired in lieu of dismissal.

20140275: (7/31/2014) A Department initiated investigation was conducted into the allegation that a Trooper failed to follow FHP policy after responding to a traffic crash and determined the incident may have involved a crime. The investigation determined the allegation was unfounded.

20140210: (8/12/2014) Based on an external agency complaint, an investigation was conducted to determine if a Trooper was associating with persons under criminal investigation or indictment, or has past involvement in felonious or criminal behavior. During the course of the OIG investigation, unrelated to the OIG investigation, the Trooper was arrested for driving under the influence and possession of a controlled substance, while on-duty with FHP. Based on the Trooper's arrest, the State Attorney's Office recommended the OIG discontinue the criminal investigation of the Trooper.

20140315: (8/21/2014) Based on a citizen complaint, an investigation was initiated into the allegation that a Trooper did not interview the complainant during a crash investigation, threw the complainant against the vehicle and was unprofessional when complainant asked about his missing GPS. The investigation determined the allegations were unfounded.

20140297: (8/21/2014) A Department initiated investigation was conducted into the allegation that a Trooper used excessive force during an arrest. The investigation determined the allegation was sustained. Additionally the investigation determined that the Trooper was at their residence for an extended period of time during their work shift and the Trooper failed to

activate their Mobile Video Recorder (MVR). The Trooper was not disciplined for the excessive force but received a written reprimand for being at home on-duty.

20140352: (8/26/2014) A Department initiated investigation was conducted into the allegations that a Sergeant asked their spouse, a Staff Assistant, to sign their signature on a Department document, a Staff Assistant signed Department documents with their spouses signature, and another Staff Assistant created documents that did not exist on behalf of a member of the Troop who failed to submit the documents. The investigation determined the allegations were sustained. Additionally the investigation determined that a Trooper failed to complete required Troop training documents and allowed documents to be created on their behalf by the Staff Assistant, the allegations were sustained. All employees received a written reprimand.

20140300: (8/26/2014) A Department initiated investigation was conducted into the allegation that a Trooper engaged in an unauthorized pursuit and used excessive force while discharging their Department issued firearm. The investigation determined the allegation that the Trooper engaged in an unauthorized pursuit was not sustained, and the allegation that the Trooper used excessive force while discharging their firearm was sustained. The Trooper received a suspension.

20140377: (9/4/2014) Based on an anonymous complaint, an investigation was initiated into the allegations that a Data Processing Manager was involved with the procurement of services with a vendor where there is a conflict and supervised work performed by the vendor where there is a conflict. The investigation determined the allegations against the Manager were sustained. Additionally, it was alleged that the Bureau Chief of Services Operations was aware of the relationship between the Data Processing Manager and the vendor and placed the Data Processing Manager in a procurement, supervision, and approval role over the vendor that is a conflict of interest. The investigation determined the allegation was sustained. Both members resigned while under investigation.

20140350: (9/9/2014) A Department initiated investigation was conducted into the allegation that racial discrimination is occurring at the Jacksonville Regional Communications Center. The investigation determined the allegation was unfounded.

20140398: (9/9/2014) A Department initiated investigation was conducted into the allegation that an Operations and Management Consultant manager recorded a conversation with employees without their knowledge. The investigation determined the allegation was sustained and the employee received counseling.

20140336: (9/17/2014) A Department initiated investigation was conducted into the allegation that two FHP Evidence and Property Custodians and one Assistant Property Custodian (Lieutenant) failed to properly process, maintain and destroy evidence/property. The investigation determined the allegations were sustained. The Evidence and Property custodians received a written reprimand and the Lieutenant received a suspension.

20140361: (9/23/2014) An administrative investigation related to a criminal investigation was conducted into the allegation that a Trooper, while on-duty, was operating a Department vehicle while impaired and while on-duty was illegally in possession of a controlled substance. The

investigation determined the allegations were sustained. The Trooper retired in lieu of termination.

20140375: (9/29/2014) A Department initiated investigation was conducted into the allegation that a Lieutenant has been subjected to retaliation, a hostile work environment, and discrimination by the Colonel and the FHP Chief Administrative Officer. The investigation determined the allegations were unfounded. Additionally, it was alleged that the Colonel threatened the Lieutenant's job in a meeting that occurred in the Colonel's office. The investigation determined the allegation was unfounded.

20140381: (10/2/2014) A Department initiated investigation was conducted into the allegation that a Reserve Trooper failed to ensure proper care and use of a Department firearm. The investigation determined the allegation was sustained. The Reserve Trooper resigned from the FHP Reserve.

20140385: (10/3/2014) Based on an External Agency complaint, an investigation was initiated into the allegation that a Trooper was operating a Division vehicle unsafely, while attempting to conduct a traffic stop on an unmarked patrol vehicle from another agency. The investigation determined the allegation was unfounded.

20140357: (10/14/2014) A Department initiated investigation was conducted into the allegation that a Sergeant remained at their residence while on-duty. The investigation determined the allegation was sustained and the Sergeant retired as part of a settlement agreement.

20140349: (10/14/2014) A Department initiated investigation was conducted into the allegations that the Chief of Office Services, Facilities Manager and Building Operations Specialist did not follow purchasing policies and procedures. The investigation determined the allegation was sustained. It was also alleged that the Manager and Building Operations Specialist misused their State of Florida Purchasing Card and that the Manager failed to report a possible purchasing violation. The investigation determined the allegations were sustained. During the investigation, the Building Operations Specialist resigned and the other members received counseling.

20140404: (10/14/2014) Based on a citizen complaint, an investigation was initiated into the allegation that a Sergeant racially profiled a passenger in a vehicle. The investigation determined the allegation was unfounded.

20140447: (10/21/2014) Based on a citizen complaint, an investigation was conducted into the allegation that a Trooper was rude, flirtatious, and took too long on a traffic stop. The investigation determined the allegation was unfounded.

20140402: (10/23/2014) Based on a citizen complaint, an investigation was initiated into the allegations that a Trooper conducted an improper crash investigation and failed to properly cite an at-fault driver, and a Sergeant and a Captain failed to take appropriate action after being made aware of the deficiencies with the Trooper's crash report. The investigation determined the allegations were unfounded.

20140426: (10/30/2014) A Department initiated investigation was conducted into the allegations that a Lieutenant utilized his assigned Department patrol car for non-duty related purposes and

failed to properly utilize their AVL while operating their patrol car. The investigation determined the allegations were sustained and the Lieutenant received a demotion.

20140468: (11/4/2014) A Department initiated investigation was conducted into the allegation that a Lieutenant improperly accessed the Driver and Vehicle Information Database (DAVID). The investigation determined the allegation was sustained and the Lieutenant received a written reprimand.

20140428: (11/4/2014) Based on a citizen complaint, an investigation was conducted into the allegations that a Trooper conducted an improper crash investigation by charging the wrong driver. The investigation determined the allegation was unfounded. It was also alleged that the Trooper advised the complainant that their ticket would be dismissed. The investigation determined the allegation was not sustained.

20140467: (11/6/2014) A Department initiated investigation was conducted into the allegation that a Trooper improperly used the Emergency Contact Information (ECI) function of DAVID. The investigation determined the allegation was sustained and the Trooper received a written reprimand.

20140471: (11/13/2014) A Department initiated investigation was conducted into the allegation that a Trooper improperly used the ECI function of DAVID. The investigation determined the allegation was sustained and the Trooper received a written reprimand.

20140472: (11/18/2014) A Department initiation investigation was conducted into the allegation that a Sergeant improperly accessed the ECI function of DAVID. The investigation determined the allegation was sustained and the Sergeant received a written reprimand.

20140473: (11/18/2014) A Department initiated investigation was conducted into the allegation that a Lieutenant improperly accessed the ECI function of DAVID. The investigation determined the allegation was sustained and the Lieutenant received a written reprimand.

20140446: (11/18/2014) A Department initiated investigation was conducted into the allegation that a Trooper sent threatening text messages to other members of the Patrol. The investigation determined that this allegation was not sustained. It was also alleged that the Trooper placed their hand on their gun while making a threatening statement to another Trooper and rearmed themselves with a personally owned unauthorized handgun after being relieved of duty as a law enforcement officer. The investigation determined that these allegations were sustained. Discipline was pending at the time of this report.

20140458: (11/20/2014) Based on a citizen complaint, an investigation was conducted into an allegation that a Corporal and a Sergeant failed to secure and safeguard the personal property of a victim. The investigation determined the allegations were sustained and both the Corporal and the Sergeant received a written reprimand.

20140452: (11/20/2014) Based on a citizen complaint, an investigation was conducted into the allegation that an unknown person allegedly stole money from the complainant's vehicle during their arrest. The case was closed after all available leads were exhausted.

20140464: (11/20/2014) A Department initiated investigation was conducted into the allegation that a Trooper improperly used the ECI function of DAVID. The investigation determined the allegation was sustained and the Trooper received a written reprimand.

20140466: (11/20/2014) A Department initiated investigation was conducted into the allegation that a Trooper improperly used the ECI function of DAVID. The investigation determined the allegation was sustained and the Trooper received a written reprimand.

20140470: (11/20/2014) A Department initiated investigation was conducted into the allegation that a Sergeant improperly used the ECI function of DAVID. The investigation determined the allegation was sustained and the Sergeant received a written reprimand.

20140469: (11/25/2014) A Department initiated investigation was conducted into the allegation that a Lieutenant improperly used DAVID and improperly used the ECI function of DAVID. The investigation determined the allegations were sustained and the Lieutenant received a written reprimand.

20140498: (11/25/2014) Based on a citizen complaint, an investigation was conducted into the allegations that a Trooper displayed their tattoos while in uniform, attempted to use their position to gain a discount on the price of a handgun, and made disparaging comments referring to African Americans. The investigation determined the allegations were unfounded.

20140427: (11/25/2014) Based on a citizen complaint, an investigation was conducted into the allegations that a Trooper reported false information on an arrest affidavit, provided false testimony during a court hearing, and did not adequately prepare for the court proceedings regarding their involvement in the investigation by not being able to recall pertinent facts of the case. The investigation determined that the allegations were sustained and the Trooper was dismissed.

20140407: (12/2/2014) Based on a citizen complaint, an investigation was initiated into an allegation that a Trooper failed to cite the at-fault driver of a crash because they are white and the complainant is black, the Trooper conducted an improper crash investigations, and a Major made the decision not to have the at-fault driver cited based on his race and military status. The investigation determined the allegations were unfounded.

20140465: (12/2/2014) A Department initiated investigation was conducted into the allegation that a Trooper improperly used the ECI function of DAVID. The investigation determined the allegation was sustained and the Trooper received a written reprimand.

20140511: (12/2/2014) Based on a citizen complaint, an investigation was conducted into the allegation that a Trooper made inappropriate comments to the complainant and their daughter during a traffic stop and issued a traffic citation to the complainant for an expired license plate, when the license plate was valid. The investigation determined the allegation that the Trooper made inappropriate comments was not sustained, and the allegation that the Trooper issued a citation for an expired plate when the plate was valid was sustained. The Trooper received a written reprimand.

20140457: (12/4/2014) A Department initiated investigation was conducted into the allegations that a Safety Program Consultant used their Department vehicle for non-work related business,

engaged in personal and inappropriate conversation with a customer, and failed to accurately report their time worked on Weekly Staff Reports and People First timesheets. The investigation determined the allegations were sustained and the employee received a written reprimand.

20140448: (12/11/2014) A Department initiated investigation was conducted into the allegation that a Sergeant claimed Statewide Overtime Action Response (SOAR) hours on his People First timesheet that he did not work. The investigation determined the allegation was not sustained. Additionally, it was alleged that the Sergeant failed to utilize the AVL while operating their patrol vehicle and that they left their duty post to return to their residence during their tour of duty when not authorized by proper authority. The investigation determined the allegations were sustained and the employee retired while under investigation.

20140445: (12/17/2014) A Department initiated investigation was conducted into the allegation that a Trooper left the country and went to Ireland with a college football team and claimed the time as sick leave in People First. The investigation determined that the allegation was exonerated.

20140373: (12/18/2014) A Department initiated investigation was conducted into the allegations that a Lieutenant was taking their patrol car home which is outside the 30 mile radius, drove an assigned patrol car when not logged on-duty, disabled their AVL, did not pay the required mileage when working ODPE, falsely reported ODPE hours and mileage, worked private ODPE while simultaneously working regular duty, worked more than 16 hours a day including OPDE, used Department email for non-official FHP business, claimed time on their People First timesheet for periods not actually worked, and was at their residence for prolonged periods of time while on-duty. The investigation determined the allegations were sustained. Additionally, it was alleged that the Lieutenant adjusted their shift to work OPDE; the investigation determined the allegation was not sustained. The Lieutenant was dismissed from the Department.

20140529: (12/18/2014) Based on a citizen complaint, an investigation was conducted into the allegation that a Trooper improperly touched the complainant. The investigation determined the allegation was unfounded.

20140487: (12/22/2014) A Department initiated investigation was conducted into the allegation that a Trooper failed to appear at a deposition after being properly subpoenaed and failed to obey a written order issued by a supervisor. The investigation determined the allegations were sustained and the Trooper was dismissed.

20140516: (12/22/2014) Based on a citizen complaint, an investigation was conducted into the allegations that a Trooper reported false information on an arrest report, made a false arrest and was rude and aggressive with the complainant during the traffic stop. The investigation determined the allegations were sustained. Additionally, it was alleged that the Trooper added a false charge while at the jail and accessed the complainant's cellular telephone. The investigation determined the allegations were not sustained. The Trooper was dismissed from the Department.

20140533: (12/30/2014) A Department initiated investigation was conducted into the allegation that a Duty Officer Supervisor failed to provide supervision of subordinate's time and attendance

reporting. The investigation determined the allegation was sustained and the Duty Officer Supervisor received a written reprimand.

20140486: (1/15/2015) A Department initiated investigation was conducted into the allegation that a Sergeant altered their work schedule without prior authority, remained at their residence while on-duty and failed to personally notify their supervisor that they would be unable to report for duty as scheduled. The investigation determined the allegations were sustained. The Sergeant was allowed to retire under a settlement agreement.

20140497: (1/15/2015) A Department initiated investigation was conducted into the allegation that a Lieutenant treated another member differently because of their gender. The investigation determined the allegation was not sustained.

20140547: (1/15/2015) A Department initiated investigation was conducted into the allegations that a Trooper claimed SOAR hours on their People First timesheet that they did not work and failed to properly utilize their AVL while operating their patrol vehicle. The Trooper retired while under investigation.

20140554: (1/22/2015) A Department initiated investigation was conducted into the allegations that a Trooper inaccurately reported their hours worked and worked more than 16 hours in a 24 hour period. The investigation determined the allegations were sustained and the Trooper received a written reprimand.

20140578: (1/22/2015) Based on a citizen complaint, an investigation was conducted into the allegation that a Communications Training Officer sexually harassed another training officer. The investigation determined this allegation was not sustained. It was also alleged that a Training Officer misused Department information resources and this allegation was sustained. It was also alleged that a Duty Officer failed to report a claim of harassment. The investigation determined this allegation was unfounded. The Communications Training Officer received a written reprimand.

20140571: (1/22/2015) A Department initiated investigation was conducted into the allegation that a Trooper failed to take enforcement action on a DUI driver. The investigation determined the allegation was not sustained.

20140534: (1/29/2015) A Department initiated investigation was conducted into the allegation that a Duty Officer inaccurately reported hours on their People First timesheet, misused the DAVID system, and worked secondary employment without authorization. The investigation determined these allegations were sustained. It was also alleged that the Duty Officer abused sick leave and improperly handled calls for service. The investigation determined these allegations were not sustained. The Duty Officer received a written reprimand.

20150032: (1/29/2015) A Department initiated investigation was conducted into the allegations that a Trooper left their work zone and went off duty without supervisory authorization, claimed time worked on People First timesheet when they did not work, and failed to utilize the AVL while operating their patrol car. The investigation determined the allegations were sustained and the Trooper received a suspension.

20140555: (1/29/2015) Based on a citizen complaint, an investigation was conducted into the allegation that a Trooper made a false arrest for DUI and was aggressive during the traffic stop. The investigation determined that these allegations were unfounded. It was also alleged that the Trooper failed to tow a vehicle after the arrest of a DUI suspect and the investigation determined this allegation was sustained. The Trooper was dismissed from the Department.

20140585: (2/3/2015) A Department initiated investigation was conducted into the allegations that a Trooper falsely reported duty status to the communications center, wore articles of the FHP uniform while off duty and used their patrol car for unauthorized use. The investigation determined the allegations were sustained and the Trooper received a suspension.

20140556: (2/4/2015) A Department initiated investigation was conducted into the allegations that a Trooper failed to follow proper evidence/property procedures and was out of their assigned zone for an extended period of time. The investigation determined the allegations were sustained and the Trooper received a suspension.

20150007: (2/4/2015) A Department initiated investigation was conducted into the allegation that a Systems Programmer altered official state travel without authorization and failed to use a Department vehicle in the most efficient, effective, and economic manner. The investigation determined the allegations were sustained and the employee received counseling.

20140598: (2/10/2015) Based on a citizen complaint, an investigation was conducted into the allegation that a Trooper was rude and discourteous to the complainant. The investigation determined this allegation was not sustained. It was also alleged that the Trooper improperly issued traffic citations; this allegation was sustained and the Trooper received a suspension.

20140560: (2/11/2015) Based on a citizen complaint, an investigation was conducted into the allegation that a Trooper was rude and discourteous to the complainants. The investigation determined the allegation was sustained and the Trooper was dismissed from the Department.

20140544: (3/16/2015) A Department initiated investigation was conducted into the allegations that a Sergeant claimed time on their People First timesheet that was not worked, used their patrol car for other than official state business and falsified their HireBack Report of Daily Activity by claiming time worked when they were not present in the assigned HireBack work zones. The investigation determined these allegations were sustained. Additionally it was alleged that the Sergeant failed to properly utilize their AVL while operating their patrol car. The investigation determined this allegation was not sustained and the Sergeant was dismissed from the Department.

20140597: (3/25/2015) A Department initiated investigation was conducted into the allegations that a Trooper claimed hours on their People First timesheet that they did not work. The investigation determined that this allegation was sustained. It was also alleged that the Trooper failed to utilize his AVL while operating their patrol vehicle. The investigation determined that this allegation was not sustained. The employee was dismissed from the Department.

20140557: (3/26/2015) Based on a citizen complaint, an investigation was conducted into the allegations that a Sergeant failed to properly restrain and transport a prisoner and failed to properly document and handle evidence or property. The investigation determined these

allegations were sustained. It was also alleged that the Sergeant interfered with a DUI investigation being conducted by another member. The investigation determined this allegation was not sustained. The Sergeant received a suspension.

20150017: (3/26/2015) Based on a citizen complaint, an investigation was conducted into the allegation that a Trooper improperly touched the complainant and used profanity. The investigation determined the allegation was unfounded.

20150069: (3/30/2015) A Department initiated investigation was conducted into the allegations that a Sergeant reported to the communications center that they were on-duty ("in service") but remained at their residence while being compensated and suspended patrol for more than 15 minutes without notifying the communications center of their location or status and claiming the time as worked. The investigation found that for the period reviewed the Sergeant was at his residence or restaurants for 19.36% of his regular duty hours. The investigation determined the allegations were sustained and the Sergeant was dismissed.

20150046: (3/31/2015) A Department initiated investigation was conducted into the allegation that a Trooper claimed time on their People First timesheet that they did not work which was sustained. The investigation found that the Trooper was not where they were directed to patrol 12.5% of the time reviewed and was at their residence 4.5% of the time reviewed. It was also alleged that the Trooper failed to utilize their AVL while operating their MDC in their patrol vehicle and this allegation was not sustained. The Trooper received a suspension.

20140587: (4/9/2015) A Department initiated investigation was conducted into the allegations that a Sergeant claimed time on their People First timesheet that was not worked and the investigation determined that this allegation was sustained. It was also alleged that the Sergeant claimed traffic citations written during regular duty hours for SOAR activity, falsifying the SOAR activity report and failed to properly utilize their AVL while operating their FHP patrol vehicle. The investigation determined these allegations were not sustained. The Sergeant retired as part of a settlement agreement.

20150083: (4/10/2015) A Department initiated investigation was conducted into the allegation that a Trooper violated the Department's Security Action for Employees (SAFE) Plan. The investigation determined the allegation was unfounded.

20150077: (4/16/2015) Based on an anonymous complaint, an investigation was conducted into the allegation that a Senior Clerk inappropriately used their Department computer equipment, accessed Department information for non-work related purposes and disclosed Department information. The investigation determined these allegations were sustained. It was also alleged that the Senior Clerk inappropriately altered Department records and the investigation determined this allegation was unfounded. The employee resigned in lieu of dismissal.

20150142: (4/16/2015) Based on a citizen complaint, an investigation was conducted into the allegation that a Trooper discriminated against the complainant because of their disability. The investigation determined the allegation was unfounded.

20150018: (4/21/2015) A Department initiated investigation was conducted into the allegation that a Trooper claimed time worked on their People First timesheet that they did not work. The investigation determined this allegation was sustained. It was also alleged that the Trooper failed to ensure their AVL was transmitting and the investigation determined this allegation was not sustained. The Trooper received a suspension.

20150030: (4/21/2015) A Department initiated investigation was conducted into the allegation that a Trooper failed to respond to radio calls, failed to utilize the MVR, provided false information to a supervisor and remained at home while on-duty. The investigation determined these allegations were sustained. It was also alleged that the Trooper failed to respond to their assigned zone and the investigation determined this allegation to be exonerated. The Trooper received a written reprimand.

20150104: (4/22/2015) A Department initiated investigation was conducted into the allegation that a Sergeant failed to properly conduct a preliminary investigation, document findings on the Supervisory Use of Control Report and submit such report, including statements from witnesses, to the troop supervisory staff prior to concluding tour of duty. The investigation determined the allegation was sustained and the Sergeant received counseling.

20150011: (4/23/2015) A Department initiated investigation was conducted into the allegations that a Corporal claimed time on their People First timesheet not worked, falsified Hireback Reports of Daily Activity by claiming time worked when not present in the Hireback work zone, failed to utilize the AVL while operating the patrol car, worked more than 16 hours in a 24 hour period, failed to notify supervisor and report change of address to the supervisor, Troop Commander, and duty station within 48 hours and failed to obtain authorization to live outside the county of assignment. The investigation determined these allegations were sustained and the employee retired as part of a settlement agreement.

20150082: (4/23/15) A Department initiated investigation was conducted into the allegation that a Trooper violated the Department's SAFE plan. The investigation determined that the allegation was unfounded.

20150084: (4/23/2015) A Department initiated investigation was conducted into the allegation that four Troopers violated the Department's SAFE Plan. The investigation determined that the allegation against the Troopers were unfounded.

20150107: (5/5/2015) Based on a citizen complaint, an investigation was conducted into the allegation that a Corporal went to the complainant's office while on-duty, and attempted to use their official position to obtain information concerning a former Trooper. The investigation determined the allegation was not sustained.

20150126: (5/5/2015) A Department initiated investigation was conducted into the allegations that a Senior Clerk destroyed public records without authorization and destroyed public records in a manner which was not approved by the Department. The investigation determined the allegations were sustained and the employee received no discipline.

20150123: (5/12/2015) A Department initiated investigation was conducted into the allegation that a Trooper failed to properly investigate a traffic crash. The investigation determined the allegation was sustained and the Trooper received a suspension.

20140574: (5/14/2015) Based on an anonymous complaint, an investigation was conducted into the allegations that a Major engaged in or supervised a fundraising activity that involved the solicitation of funds by members of the Florida Highway Patrol from businesses regulated by the Department that created a conflict. The investigation determined the allegation was sustained. It was also alleged the Major directed funds collected for a claimed charitable cause, be used for non-charitable purpose and directed Troopers to use businesses for vehicle repairs that were less efficient and more costly to the Department. The investigation determined these allegations were not sustained. Additionally it was alleged that a Trooper engaged in a fundraising activity that involved solicitation of funds from businesses regulated by the Department that created a conflict of interest. The investigation determined that the allegation against the Trooper was sustained. The Major resigned while under investigation and the Trooper received a written reprimand.

20150096: (5/14/2015) A Department initiated investigation was conducted into the allegation that a Trooper used excessive force. The investigation determined the allegation was sustained and the Trooper received no discipline.

20150071: (5/21/2015) Based on a citizen complaint, an investigation was conducted into the allegation that a Trooper misused their position, had an unauthorized passenger in their patrol car, and used their patrol car for an unauthorized purpose. The investigation determined these allegations to be sustained and the Trooper received a suspension.

20150072: (5/21/2015) A Department initiated investigation was conducted into the allegation that a Sergeant reported to the Communications Center that they were on-duty, but remained at their residence while being compensated. The investigation determined the allegation was sustained and the Sergeant received a suspension.

20150085: (5/21/2015) Based on a citizen complaint, an investigation was conducted into the allegations that a Trooper used excessive force, made a derogatory racial comment, was rude and discourteous, mistreated an arrestee, and failed to notify a supervisor of arrestee injury. The investigation determined the allegation that the Trooper mistreated an arrestee was not sustained, the allegations that the Trooper used excessive force, made a derogatory racial comment and was rude and discourteous were unfounded, and the allegation that the Trooper failed to notify a supervisor of arrestee injury was sustained and the Trooper received no discipline. The Investigation determined two additional Troopers were present and it was alleged that they were rude and discourteous, mistreated an arrestee, and failed to notify a supervisor of arrestee injury. The investigation determined the allegation that the Troopers mistreated an arrestee was not sustained and the allegation that the Troopers failed to notify a supervisor of arrestee injury was unfounded. The allegation that the Troopers were rude and discourteous was not sustained for one Trooper and unfounded for the other Trooper.

20150127: (5/21/2015) Based on a citizen complaint, an investigation was conducted into the allegation that a Trooper injured the complainant during the course of an arrest. The investigation determined this allegation to be not sustained.

20150140: (5/21/2015) A Department initiated investigation was conducted into the allegation that a Trooper used their state issued Wright Express (WEX) card to make personal purchases. The investigation determined the allegation to be sustained and the Trooper was dismissed.

20150157: (5/21/2015) A Department initiated investigation was conducted into the allegations that five Motorist Services employees misused Department information technology resources that included using Department email and computers for personal use and visiting social media sites. Additionally, one of the employees was alleged to have allowed a visitor access to a Department computer. The allegations for four of the five employees were sustained. One of the employees resigned in lieu of dismissal, one was dismissed, one resigned during the investigations, one employee received a written reprimand, and one received counseling.

20150174: (5/21/2015) A Department initiated investigation was conducted into the allegation that a Leasing Consultant inappropriately used their Department computer equipment, engaged in secondary employment without authorization, conducted private or personal business on-duty, engaged in personal business with a state vendor that created a conflict of interest and filed with the Leon County Supervisor of Elections for candidacy and began public campaign activity for local political office without submitting a written request for authorization. The investigation determined these allegations were sustained and the employee resigned in lieu of dismissal.

20150060: (5/26/2015) A Department initiated investigation was conducted into the allegation that a Trooper was using their Department issued WEX credit card to make fuel purchases out of their assigned area and not during their work hours. During the investigation the Trooper admitted to the fuel purchases for personal vehicles. The Trooper was criminally charged and arrested.

20150070: (5/26/2015) A Department initiated investigation was conducted into the allegations that a Trooper misused their Department vehicle, claimed time on their People First timesheet that they did not work and operated a patrol vehicle in inappropriate civilian attire. The investigation determined the allegations are sustained and discipline was pending at the time of this report.

20150122: (6/4/2015) A Department initiated investigation was conducted into the allegations that a Trooper and a Motorist Services Assistant Manager violated Department policies regarding computer security and usage. The investigation determined the allegation against the Trooper was not sustained and the allegation against the Assistant Manager was sustained. Discipline was pending at the time of this report.

20150222: (6/4/2015) Based on a citizen complaint, an investigation was conducted into the allegations that a Corporal was rude and discourteous and inappropriately engaged a driver in a conversation about court appearance. The investigation determined these allegations were unfounded.

20150173: (6/12/2015) A Department initiated investigation was conducted into the allegation that three hearing officers violated the SAFE Plan by engaging in sexual relations in the workplace. The investigation determined these allegations were sustained. One hearing officer resigned during the investigation and the other two were dismissed from the Department.



20150182: (6/12/2015) Based on a citizen complaint, an investigation was conducted into the allegation that a Trooper failed to properly investigate a traffic crash. The investigation determined the allegation was sustained and discipline was pending at the time of this report.

20150185: (6/12/2015) A Department initiated investigation was conducted into the allegation that two hearing officers violated the SAFE plan by bullying the complainant and the investigation determined this allegation was unfounded. It was also alleged that one of the hearing officers violated the SAFE plan by gossiping and this allegation was not sustained. Additionally, it was alleged that one of the hearing officers created a hostile work environment and it was also alleged the other hearing officer sexually harassed the complainant, the investigation determined these allegations were unfounded.