



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 2015 – 2016



Terry L. Rhodes
Executive Director

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September 15, 2016

Terry L. Rhodes, Executive Director
Department of Highway Safety and Motor Vehicles
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 2015-2016. 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 that reads "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

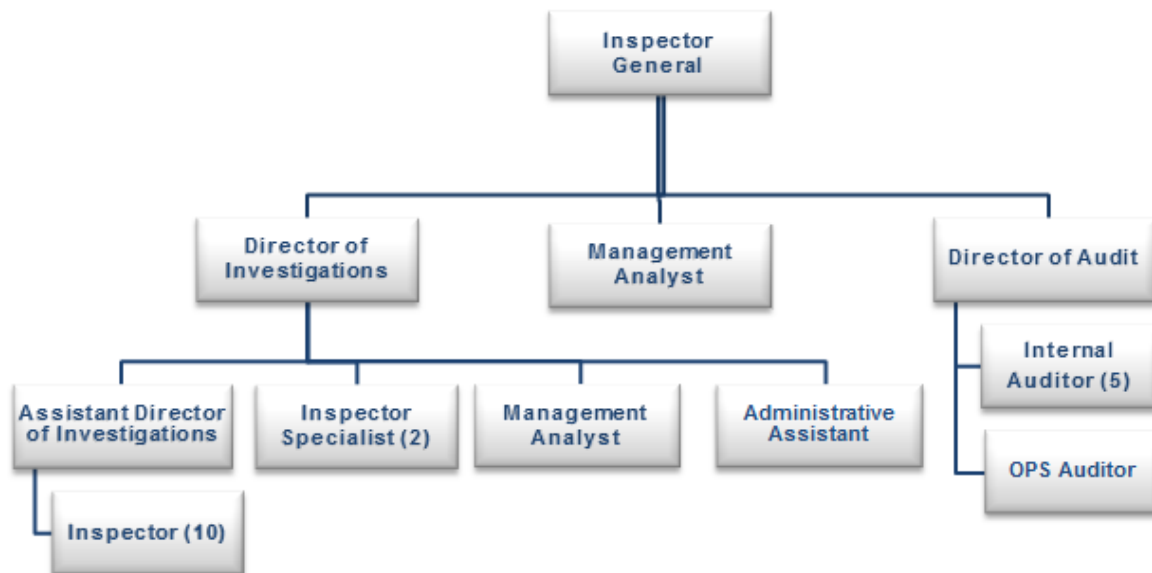
The specific duties and responsibilities of the Inspector General according to Section 20.055(2), F.S., include:

- 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, 2016, 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
- Certified Florida Law Enforcement Analyst

Reaccreditation of the Investigations Function

Accreditation is the process where an independent authority assesses an agency by its policies and procedures against an established set of standards based on best practices. The purpose of accreditation is to promote best practices, functional accountability, and professionalism.

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.

The OIG attained its original CFA accreditation on February 3, 2011, and was reaccredited by CFA on September 25, 2013. The OIG is preparing for its second reaccreditation assessment in July of 2016. In preparation for the upcoming assessment and in keeping with the spirit of the CFA accreditation process, the OIG continually evaluates and enhances its investigative processes to ensure compliance with accreditation standards.

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 2016-17 through 2018-19 Fiscal Years was 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 38 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 19 DUI program audit reports.

Audit Projects

The following summaries describe the 33 audit engagements completed by the Internal Audit Section during the 2015-16 Fiscal Year. The Audit Section conducted eight Department audits, one external organization audit, ten Specialty Tag audits, five Department Consulting Engagements, five Department Advisory Projects, and four quarterly audits of the Florida Highway Patrol's (FHP) Information and Evidence Fund.

Pembroke Pines Tag Agency Audit Report 201415-28 – July 2, 2015

Section 320.03, F.S., authorizes county tax collectors to collect fees and taxes associated with motor vehicle tags, titles, and registrations on behalf of the Department. Tax collectors are also responsible for maintaining records, reporting sales, accounting for inventory, and transferring money collected to the Department in a timely manner. Tax collectors, with Department approval, can contract with private tag agents to help perform these duties.

The Pembroke Pines Tag Agency is a private tag agency operating in the jurisdiction of the Broward County Tax Collector. The Pembroke Pines Tag Agency has a signed agreement with the Department to provide motor vehicle services on behalf of the Broward County Tax Collector effective August 13, 2008. This agreement specifies the Pembroke Pines Tag Agency is required to follow the regulations set forth in Florida Statute, Administrative Code, and Department Policies and Procedures regarding Department issued software and equipment in processing motor vehicle transactions. The agreement also specifies the Department may inspect and audit records and equipment at any reasonable time.

The purpose of this audit was to determine the Pembroke Pines Tag Agency's compliance with applicable laws, policies, and regulations related to providing motor vehicle services on behalf of the Broward County Tax Collector.

The audit determined the Pembroke Pines Tag Agency generally complied with applicable laws, policies, and regulations related to providing motor vehicle services on behalf of the Broward County Tax Collector.

Fleet Operations Audit Report 201415-22 – September 25, 2015

The Department maintains one of the largest state agency fleets with approximately 3,000 motor vehicles, mobile equipment and aircraft acquired by direct purchase, donation, or seizure. The Department's fleet is comprised of a variety of motor vehicles and equipment designed to meet different functions, including: law enforcement, mobile licensing, disaster response, maintenance, and training. Legislative appropriations for the operating cost of the Department's fleet totaled \$19,219,973 for the 2014-15 Fiscal Year.

Chapter 287, Part II, F.S., is the primary fleet-related law that applies to all state agencies, officers, and employees of the executive and judicial branches of state government. Chapter 60B-1 and Chapter 60B-3, F.A.C., detail the policy for acquisition, classification, use, assignment, maintenance, reports and records, safety, fuel, and disposal of all state-owned motor vehicles and mobile equipment.

The purpose of this audit was to review and evaluate the efficiency and effectiveness of the Department's fleet operations and compliance with applicable laws and Department policy and procedure. The audit determined the following items require management attention:

- The Division of Motorist Services approved funds for motor vehicle acquisition which were not appropriated by the Florida Legislature as required by Section 287.14, F.S;
- The FHP is excluding unmarked motor vehicles when determining the vehicle trade list;
- The FHP lacks a documented and recurring process to ensure troops maintain an appropriate amount of spare motor vehicles;
- Unauthorized use of motor vehicles for commuting to and from work;
- The Department does not have directives governing motor vehicle assignment to non-sworn members;
- Mileage is not being reported on a monthly basis as required;
- Vehicle and Driver Card purchases are not regularly reviewed;
- The Department does not always maintain documentation to support motor vehicle disposal;
- Fleet data submitted to the Department of Management Services contains errors;
- The FHP Central Installation Facility security is insufficient;
- The FHP Central Installation Facility does not have adequate inventory controls; and
- The FHP Central Installation Facility does not have adequate separation of duties.

Department management generally agreed with the recommendations and has begun to implement corrective action.

FHP Canine Training Audit Report 201415-35 – October 29, 2015

The primary purpose of the FHP Criminal Interdiction Unit (CIU) is to patrol the interstate system and highways to detect and apprehend drug traffickers and other criminal offenders. Members of the CIU include specially trained troopers designated as felony officers, and 32 canine teams, consisting of one trained canine handler and one trained canine. Specialty trained canines are used for detecting the presence of narcotic odor, tracking suspects, apprehending criminals, and searching buildings and other areas for evidence. During the period of July 1, 2014 through June 30, 2015, the CIU seized over \$2,800,000 in drugs and assets; including 211 pounds of marijuana, 27 pounds of cocaine, and 75 weapons resulting in 3,730 arrests and 2,097 criminal cases.

The FHP maintains highly trained CIUs throughout the state, ensures that both members and canines are trained at acceptable frequencies, and records providing such training are maintained accordingly. The purpose of this audit was to evaluate the effectiveness of the FHP canine training operations and compliance with applicable laws and Department policy and procedure.

Overall, the FHP maintains effective training operations to ensure canine teams are able to perform effectively in the field and under stressful situations. The audit identified the following items which require management attention:

- Weekly reinforcement training was not performed or documented as required by policy;
- Scent pack training aids were not weighed and inspected monthly; and
- Scent pack training aids are not properly labeled.

FHP management generally agreed with the recommendations and has begun to implement corrective action.

Manufactured Home Inspections Audit Audit Report 201415-23 – December 23, 2015

Section 320.823, F.S., requires that all manufactured homes constructed in Florida must meet the Manufactured Home Construction Safety Standards (Standards) set forth by the U.S. Department of Housing and Urban Development (HUD). Section 320.8255, F.S., requires the Department to inspect all new manufactured homes constructed in Florida in order to ensure the highest degree of quality control in the construction of these homes. This law also allows the Department to make unannounced visits to manufacturing plants or take any other appropriate action which assures compliance.

The Manufactured Housing Section (MHS) provides consumer protection and public safety through credentialing systems that register and title manufactured homes. Additionally, the MHS administers installer licensing and training programs, performs manufacturing plant inspections, dealer lot inspections, installation inspections, and consumer complaint investigations. The MHS monitors the quality of manufactured home units by ensuring manufacturers, dealers, and installers comply with HUD standards.

The purpose of this audit was to review and evaluate the efficiency and effectiveness of MHS operations and compliance with applicable laws and Department policy and procedure related to manufactured homes.

The audit determined the following items require management attention:

- Inspections could be improved by implementing specific guidance for examiners;
- Improvements in training provided to local building officials would strengthen the quality of the training program and compliance with F.A.C.;
- The MHS would be improved with additional management oversight and review;
- Strengthening performance expectations could improve staff performance; and
- Physical access to Housing and Urban Development labels should be improved.

Department management generally agreed with the recommendations and has begun to implement corrective action.

Purchasing Card Program Audit Audit Report 201516-02 – April 6, 2016

The Department has established a Purchasing Card Program (P-Card Program), in conjunction with the Department of Management Services, Department of Financial Services, and Bank of America. The P-Card Program's goal is to increase efficiency, promote cost savings, and reduce paperwork for the Department by using P-Cards in lieu of Purchase Orders for various everyday purchases up to \$2,500.

The P-Card Program is divided into two sections within the Division of Administrative Services; the Bureau of Purchasing and Contracts and the Bureau of Accounting. Within the Bureau of Purchasing and Contracts is the Purchasing Card Program Administrator (PCPA) who is responsible for the overall administration of P-Cards. This includes issuing P-Cards to authorized members, maintaining cardholder files, cancelling P-Cards upon member separation, and serving as a liaison between the Department cardholders, the Department of Management Services, the Department of Financial Services, and Bank of America.

The Bureau of Accounting is responsible for approving and paying P-Card transactions, including verifying P-Card receipts and any supporting documentation, ensuring P-Card transactions are processed in a timely manner, and performing monthly reconciliations of P-Card receipts. As of October 30, 2015 the Department had 1,114 P-Card holders. Between May 1 and October 30, 2015, P-Card purchases totaled \$1,491,825.

The purpose of this audit was to review and evaluate the Department's P-Card Program and determine compliance with applicable laws and Department policy and procedure.

The audit determined the following items require management attention:

- Submission of P-Card acknowledgment receipts could be improved;
- Monitoring cardholders with increased spending limits should be strengthened;
- Oversight of P-Card transactions could be strengthened;
- Timely cancellation of P-Cards could be improved; and
- Timely completion of monthly P-Card reconciliations is needed.

Information Technology Inventory Controls and Management Audit Audit Report 201516-10 – April 6, 2016

Information technology (IT) resources play an important role in Department operations, and are used to access critical computer systems to issue and store information in support of Department operations. Establishing strong controls to protect Department IT resources is important to ensure inventory accuracy, inventory accountability, and data security.

Section 119.011(9), F.S., defines IT resources as data processing hardware and software and services, communications, supplies, personnel, facility resources, maintenance, and training. For the purpose of this review, IT resources specifically include computer equipment, hardware, and devices (IT equipment).

The Department's physical inventory process consists of sight verification to ascertain whether property items exist in the location specified on the property record. Rule 69I-72.006, F.A.C., requires state agencies to complete physical inventory of all property at least once each fiscal year. Items listed in property records are verified during the Department's annual inventory process.

The purpose of this audit was to review and evaluate internal controls relating to IT equipment inventory and compliance with applicable laws, and Department policy and procedure.

The audit determined the following items require management attention:

- Strengthening the recording process could improve the completeness of property records;
- Improved tracking and control over IT equipment is needed;
- The accuracy and completeness of required information contained in property records could be improved; and
- Recording all IT equipment which may contain confidential or sensitive data would increase data security.

FHP Auxiliary and Reserve Audit Audit Report 201516-04 – April 27, 2016

Section 321.24, F.S., authorizes the FHP to establish an Auxiliary to the FHP. Its members are unpaid volunteers who assist the FHP in the performance of its regularly constituted duties, including; patrolling the streets and highways of the state, providing timely assistance to disabled motorists, participating in vehicle equipment and license checkpoints, participating in specialized details, responding to natural disasters and other emergency situations, and providing administrative assistance.

The FHP Reserve program is established to allow former or retired law enforcement officers to supplement the workload of regular full-time FHP members and to provide assistance to the motoring public. Reserve members serve as volunteers without pay under the direction of the FHP Director.

The purpose of this audit was to review and evaluate the efficiency and effectiveness of the FHP Auxiliary and Reserve operations and compliance with applicable laws and Department policy and procedure. The audit determined the following items require management attention:

- Oversight and documentation of events hosted by the FHP Auxiliary involving FHP members should be improved;
- Oversight of Reserve member activity should be improved;
- The FHP Auxiliary should implement proper separation of duties when requesting, approving, and issuing reimbursement checks to unit members; and
- Financial record retention and accuracy should be improved.

The FHP and FHP Auxiliary generally agreed with the recommendations, and have begun implementing corrective actions.

Traffic Crash Data Audit Report 201415-21 – May 20, 2016

Section 316.066, F.S requires law enforcement officers in Florida to report traffic crashes using the Florida Traffic Crash Report (crash reports) and for crash reports to be submitted to the Department. Crash reports submitted to the Department are either electronic crash reports (E-crash reports) or paper crash reports. For the second quarter of the 2015 Fiscal Year, a total of 178,476 crash reports were submitted to the Department from approximately 400 law enforcement agencies statewide. E-crash reports accounted for approximately 90% of the crash reports submitted.

Section 316.069, F.S., requires the Department to analyze and annually publish statistical information on the number and circumstances of traffic crashes (crashes). In addition, the Department is responsible for responding to public records requests for traffic crash data and copies of crash reports. Section 316.066(2)(b), F.S. authorizes the Department to provide crash reports, when requested, to the parties involved in a traffic crash, their legal representatives, their licensed insurance agents, prosecutorial authorities, law enforcement agencies, the Florida Department of Transportation, county traffic operations, and victim services programs.

To provide efficient, timely and aggregate information, and to reduce public record requests, the Department entered into a no cost contract with a vendor in 2011 to develop and maintain a central repository for processing, housing, and disseminating crash reports from all law enforcement agencies throughout the state. The contract requires the vendor to image, store, and provide search and retrieval of crash reports. They are also responsible for making crash reports available for sale to the public through an online portal and for the manual input of paper crash reports. The vendor contracts with Prison Rehabilitative Industries and Diversified Enterprises, Inc. (PRIDE) to have paper crash reports manually input into an E-crash report for submission.

The purpose of this audit was to review and evaluate the accuracy and reliability of the crash data reporting process and compliance with applicable laws and Department policy and procedure.

The audit determined the following items require management attention:

- The accuracy and completeness of manually input crash data by PRIDE could be improved; and
- Improving the process used to import data into the Florida's Integrated Report Exchange System database would increase the accuracy of the data used for reporting crash statistics.

Management generally agreed with the recommendations, and has begun implementing corrective actions.

Bureau of Administrative Reviews Audit Report 201516-06 – May 20, 2016

Section 322.2615, F.S., Section 322.2616, F.S., Section 322.271, F.S., and Section 322.64, F.S., authorize the Bureau of Administrative Reviews (BAR) to conduct hearings and reviews for the purpose of determining eligibility to reinstate driver license suspensions and revocations. BAR is part of the Office of General Counsel and is comprised of 116 supervisors, hearing officers, and administrative secretaries, in 16 offices separated into three regions around the state.

BAR conducts administrative reviews and hearings for a variety of issues; a majority of those issues are for driving with an unlawful blood alcohol level or refusal to submit to a breath, blood, or urine test. From July 1, 2013 through June 30, 2015, BAR conducted a total of 87,515 hearings and reviews and received \$1,570,033 in BAR related fees.

The purpose of this audit was to evaluate the efficiency and effectiveness of the BAR operations and compliance with applicable laws and Department policy and procedure.

The audit determined that all drivers in the sample were licensed, suspended, or revoked in accordance with F.S. and F.A.C. The audit also determined the following items require management attention:

- An analysis of staff workload could improve Bureau functions;
- Implementing formal procedures for voided transactions would strengthen controls over cash management;
- Communication and oversight of the Cash Management Procedures should be improved; and
- Access controls should be improved for the GOBI/BAR database.

Management generally agreed with the recommendations, and has begun implementing corrective actions.

FHP – Information and Evidence Funds Audits

The OIG conducted four quarterly audits of the FHP Information and Evidence (I and E) Fund. FHP'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 F.S., F.A.C, 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 FHP'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 2015, September 2015, December 2015, and March 2016 except as noted below:

The audit for the second quarter of the 2015-16 Fiscal Year (October, November, and December 2015) determined segregating duties would strengthen accountability of the I and E Fund.

FHP'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 – The Dream Foundation, Inc. Audit Report 201314-45 – August 28, 2015

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

Section 320.08058(48), F.S., specifies five percent of the proceeds is to be used for administrative costs and up to 25 percent be used for continuing promotion and marketing of the license plate and concept. The remainder is to be distributed:

- For programs and services that improve the health of babies through the prevention of birth defects and infant mortality (25 percent);
- To decrease racial disparity in infant mortality and increase healthy birth outcomes. Funding will provide services and increase screening rates for high-risk pregnant women, children under 4 years of age, and women of childbearing age (10 percent);
- For programs that provide research, care, and treatment for sickle cell disease (25 percent); and
- For programs that provide relief from poverty, hunger, and homelessness. (10 percent).

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

- Significant under distribution of funds to statutorily specified organizations;
- Disbursement of funds significantly in excess of the amount allowed by law for administrative and marketing purposes;
- Untimely submission of annual affidavits;
- Inadequate documentation and recording of distributions and payments; and
- Lack of internal controls.

Foundation management provided a plan of corrective action. The timely and complete implementation of the corrective action plan will be a factor in the Department's decision regarding distribution of funds and other actions. Funds have been withheld since March 30, 2015, due to the Foundation's inability to provide records, and continue to be withheld due to noncompliance.

**Specialty License Plate Audit – Stop Child Abuse
Children’s Home Society of Florida
Audit Report 201415-37 – November 17, 2015**

The purpose of this audit was to determine compliance with applicable laws, policies, and regulations related to the annual reporting made by the Children’s Home Society of Florida (Society) for the Stop Child Abuse specialty license plate.

For every Stop Child Abuse specialty license plate sold or renewed, a \$25 annual use fee is charged and distributed, as required by statute, to the Society and the Florida Network of Children’s Advocacy Centers, Inc. (Network), both non-profit organizations.

The audit determined the Society generally complied with applicable laws, policies, and regulations. However, the audit did note that compliance related to the statutory distribution of specialty license plate funds could be improved. The Society concurred with the audit finding.

**Specialty License Plate and Voluntary Contributions Audit – Stop Child Abuse
Florida Network of Children’s Advocacy Centers, Inc.
Audit Report 201415-38 – November 17, 2015**

The purpose of this audit was to determine compliance with applicable laws, policies, and regulations related to the annual affidavits prepared by the Florida Network of Children’s Advocacy Centers, Inc. (Network) for the Stop Child Abuse specialty license plate and voluntary contributions.

For every Stop Child Abuse specialty license plate sold or renewed, a \$25 annual use fee is charged and distributed, as required by statute, to the Network and The Children’s Home Society of Florida (Society), both non-profit organizations. Voluntary contributions of \$1 to the Network are permitted for motor vehicle registrations and renewal registrations are permitted by statute.

The audit determined the Network generally complied with applicable laws, policies, and regulations related to the annual affidavits. However, the audit did note compliance related to the statutory distribution of specialty license plate funds could be improved. The Network concurred with the audit finding.

**Specialty License Plate Audit – Discover Florida’s Oceans
Hubbs Florida Ocean Fund, Inc.
Audit Report 201516-13 – January 15, 2016**

The purpose of this audit was to determine compliance with applicable laws, policies, and regulations related to the annual affidavit prepared by the Hubbs Florida Ocean Fund, Inc. (Ocean Fund) for the Discover Florida’s Oceans specialty license plate.



For every Discover Florida's Oceans specialty license plate sold or renewed, a \$25 annual use fee is charged and distributed, as required by statute, to the Ocean Fund, a non-profit formed for the charitable purpose of promoting scientific research and educational activities associated with the marine environment.

The audit determined the Ocean Fund generally complied with applicable laws, policies, and regulations related to the annual affidavit for the Discover Florida's Oceans specialty license plate.

**Specialty License Plate and Voluntary Contributions Audit – Support Our Troops
Support Our Troops, Inc.
Audit Report 201516-15 – March 24, 2016**

The purpose of this audit was to determine compliance with applicable laws and policies related to the annual affidavits prepared by Support Our Troops, Inc. (Support Our Troops) for the Support Our Troops specialty license plate and voluntary contributions.

For every Support Our Troops specialty license plate sold or renewed, a \$25 annual use fee is charged and distributed, as required by statute, to Support Our Troops, a non-profit organization formed for the charitable purpose of providing support and assistance to the members of the United States Armed Forces and their families. During the registration and renewal processes for motor vehicles and driver's licenses, voluntary contributions of \$1 to Support Our Troops are permitted by statute.

The audit determined Support Our Troops generally complied with applicable laws and policies related to the annual affidavits.

**Specialty License Plate and Voluntary Contributions Audit – Support Autism
Achievement and Rehabilitation Centers, Inc.
Audit Report 201516-07 – March 25, 2016**

The purpose of this audit was to determine compliance with applicable laws and policies related to the annual affidavits prepared by the Achievement and Rehabilitation Centers, Inc. (ARC) for the Support Autism specialty license plate and voluntary contributions.

For every Support Autism specialty license plate sold or renewed, a \$25 annual use fee is charged and distributed, as required by statute, to the ARC, a non-profit organization formed for the charitable purpose of providing services to those with autism and related disabilities and their families. Voluntary contributions of \$1 to the ARC for motor vehicle registrations and renewal registrations are permitted by statute.

The audit determined the ARC generally complied with applicable laws and policies related to the annual affidavits for the Support Autism specialty license plate and voluntary contributions.

**Specialty License Plate Audit – Trees Are Cool
Florida Chapter of the International Society of Arboriculture, Inc.
Audit Report 201516-19 – April 15, 2016**

The purpose of this audit was to determine compliance with applicable laws and policies related to the annual affidavit prepared by the Florida Chapter of the International Society of Arboriculture, Inc. (Society) for the Trees Are Cool specialty license plate.

For every Trees Are Cool specialty license plate sold or renewed, a \$25 annual use fee is charged and distributed, as required by statute, to the Society, a non-profit formed for the charitable purpose of promoting the scientifically based practice of arboriculture through research, education, and public awareness.

The audit determined the Society generally complied with applicable laws and policies related to the annual affidavit for the Trees Are Cool specialty license plate.

**Specialty License Plate Audit – Agriculture
Florida Agriculture in the Classroom, Inc.
Audit Report 201516-23 – May 18, 2016**

The purpose of this audit was to determine compliance with applicable laws and policies related to the annual affidavit prepared by the Florida Agriculture in the Classroom, Inc. (FAITC) for the Agriculture specialty license plate.

For every Agriculture specialty license plate sold or renewed, a \$20 annual use fee is charged and distributed, as required by statute, to the FAITC. The FAITC is a non-profit formed for the charitable purpose of training teachers and agriculture industry volunteers in its agricultural curricula and materials, which is used to educate students about the importance of agriculture.

The audit determined the FAITC generally complied with applicable laws and policies related to the annual affidavit for the Agriculture specialty license plate.

**Specialty License Plate Audit – Save Wild Florida
Florida Biodiversity Foundation, Inc.
Audit Report 201516-20 – May 20, 2016**

The purpose of this audit was to determine compliance with applicable laws and policies related to the annual affidavit prepared by the Florida Biodiversity Foundation, Inc. (Foundation) for the Save Wild Florida specialty license plate.

For every Save Wild Florida specialty license plate sold or renewed, a \$25 annual use fee is charged and distributed, as required by statute, to the Foundation, a non-profit formed for the charitable purpose of supporting educational, research, and scientific activities.

The audit determined the Foundation generally complied with applicable laws and policies related to the annual affidavit for the Save Wild Florida specialty license plate. However, the audit noted that compliance could be improved through enhanced recordkeeping. The Foundation concurred with the audit finding.

**Specialty License Plate Audit – Support Homeownership for All
Homeownership for All, Inc.
Audit Report 201516-29 – June 6, 2016**

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

For every Support Homeownership for All specialty license plate sold or renewed, a \$25 annual use fee is charged and distributed, as required by statute, to Homeownership, a non-profit formed for the charitable purpose of promoting, providing, and supporting affordable homeownership in Florida.

The audit determined Homeownership generally complied with applicable laws and policies related to the annual affidavit for the Support Homeownership for All specialty license plate.

Advisory Projects

**Follow-up Review of the FHP Evidence and Property Audit
Advisory Memorandum 201415-33 – August 10, 2015**

The purpose of this review was to determine whether management has implemented the agreed upon corrective actions for the seven findings noted in the FHP Evidence and Property Audit (201314-36) dated October 15, 2014.

The review determined management has implemented corrective actions for two of the seven findings; including conducting a formal evaluation of the Evidence and Property facilities to determine security needs and make necessary improvements, and developing additional training programs for staff involved in the audit and inspection process that are sufficient to conduct quarterly, annual, and special Evidence and Property audits and inventories.

Management has begun, but not completed, corrective actions on the remaining recommendations related to evidence training, oversight, storage, disposal and system. Future follow-up reviews will be conducted to determine whether management has fully implemented corrective actions.

Second Follow-up Review of the Off-Duty Police Employment Audit Advisory Memorandum 201415-32 – September 10, 2015

The purpose of this review was to determine whether management has taken the agreed upon corrective action on the nine findings from the Off-Duty Police Employment Audit (201213-07) dated June 18, 2013.

The first follow-up review closed no findings. The second follow-up review determined that management is actively working to implement corrective actions; however, due to the timeframe for execution and implementation of an automated solution for off-duty police employment and FHP policy revisions, future follow-up reviews will be conducted to determine whether management has fully implemented corrective actions.

Voluntary Contribution Affidavit Advisory Memorandum 201516-12 – October 30, 2015

The purpose of this review is to report on the accuracy of the Department's form for the annual reporting of voluntary contributions (VC). The review of the VC Affidavit template on the Department website, as well as VC affidavits filed by various organizations, indicated that incorrect statutory references and terminology are included on the VC Affidavit form.

We recommended the Department immediately update the VC Affidavit form to reflect the correct statutory references and terminology.

Internal Quality Assurance Review Advisory Memorandum 201516-35 – June 17, 2016

The purpose of this review was to assess the OIG's compliance with *International Standards for the Professional Practice of Internal Auditing*, issued by the Institute of Internal Auditors. The review determined, the internal audit activity for the Department OIG generally conforms to the standards.

Consulting Engagements

FHP Intelligence Procedures Consulting Engagement 201516-03 – August 5, 2015

The purpose of this engagement was to assess and report on the FHP's Bureau of Criminal Investigations and Intelligence's internal audit of Intelligence Procedures. The assessment focused on information collection, storage, purging, and the utilization of intelligence personnel and techniques.

The FHP Intelligence Procedures Manual, Law Enforcement Intelligence Unit Guidelines, FHP Policies 22.03 & 17.16, Field Intelligence Reports, Chapter 119, F.S., and Code of Federal Regulations, Title 28: Judicial Administration Part 23 - Criminal Intelligence Systems Operating Policies, were referenced in the Intelligence Procedure Audit and were used as the basis for this review.

The engagement determined the FHP Intelligence Procedures are compliant with the requirements in FHP Policy 22.03.07(d).

Motorist Services Field Staff Vehicle Review Consulting Engagement 201516-14 – April 29, 2016

The purpose of this engagement was to review and evaluate Department vehicle assignment and use by field staff, assigned to the Bureau of Records, and field staff, assigned to the Bureau of Dealer Services, in order to determine if the Department assignment of vehicles to these staff positions is the most efficient and economical use of these resources.

Upon evaluation of the Bureau of Records' and Bureau of Dealer Services' policies and procedures in relation to vehicle use and assignment, adequate controls are not in place to ensure assigned vehicles are being used in the most efficient and economical means. We recommended the following considerations to the Division of Motorist Services:

- The Bureau of Records should develop policies and procedures for vehicle use focusing on the specific needs and duties of the specialists;
- The Bureau of Records should develop policies and procedures for accurately reporting the work and vehicle use of the specialists;
- The Bureau of Dealer Services should enhance their vehicle rotation procedure by establishing rotation requirements, mileage thresholds, and a rotation schedule;
- The Bureau of Dealer Services should institute standards, expectations, or guidelines for the compliance examiners completing their mileage logs and activity reports;
- The Bureau of Dealer Services should develop standards, expectations, or guidelines for supervisors reviewing the compliance examiners' mileage logs and activity reports; and
- The Division of Motorist Services should review in consultation with the Bureau of Personnel Services the work schedule policy regarding work hours for member assigned vehicles.

Driver License Office

Queuing System Review

Consulting Engagement 201516-18 – April 29, 2016

In December 2015, the OIG initiated a consulting engagement regarding concerns with the validity of the customer wait times being reported by Department driver license offices. Division of Motorist Services' management received a complaint that members working in driver license offices were circumventing the Q-Matic wait time system by not issuing tickets to customers until they could ensure that the customers could be served in less than 30 minutes. Q-Matic is an electronic queue management and customer flow system used to make customer service delivery more effective and efficient.

The purpose of this engagement was to recommend improvements to the use of Q-Matic wait time system to increase the confidence in the validity of the statistics reported.

Upon evaluation of the Q-Matic wait time system, we recommended the following to the Division of Motorist Services to assist with ensuring accuracy of customer wait times:

- Management should formally evaluate the current queuing system to determine if it meets Division needs;
- Regional managers should periodically compare the number of transactions reflected in Florida Driver License Information System (FDLIS) to the number of customers served reflected in Q-Matic to determine an acceptable difference rate and identify potential manipulation of Q-Matic; and
- Management should clarify with office managers the intent of the SMART (Specific, Measurable, Achievable, Relevant, and Time Bound) performance expectation that incorporates customer wait time.

Performance and Management

System Review

Consulting Engagement 201516-16 – May 18, 2016

The Department's Performance and Management System (PAMS) is an excel document used by the Division of Motorist Services as a central repository of operational data. PAMS is maintained by the MS Strategic Management Office within the MS Program Planning and Administration Office.

While some data is automatically populated in PAMS by pulling directly from the data warehouse, the majority of data is manually entered by the respective bureaus on a monthly basis. Data entered manually is obtained from various sources, including internal bureau reports, manual counts, spreadsheets, and access databases maintained exclusively by the bureau. Other data is obtained using reports generated from Department systems such as the Florida Real-time Vehicle Information System (FRVIS), FDLIS, Expert, the data warehouse, and then manually entered into PAMS.

The purpose of this engagement was to determine the accuracy of the data reported in PAMS.

Upon review of the Department's current processes relating to PAMS, we recommended the following considerations to the Division of Motorist Services:

- Initiate a review process to ensure reported numbers are accurate;
- Maintain records to support reported numbers;
- Limit access to tabs in the PAMS spreadsheet to respective Bureau members;
- Automate calculations within PAMS; and
- Formally evaluate and document which measures can be automatically populated from applicable systems.

FHP Intelligence Procedures Consulting Engagement 201516-32 – June 3, 2016

In accordance with FHP Policy 22.03, Criminal Intelligence, the FHP BCII requested the OIG assess and report on their internal audit of Intelligence Procedures. This assessment focused on information collection, storage, purging, and the use of intelligence personnel and techniques.

The purpose of this engagement was to assess and report on the internal audit of Intelligence Procedures conducted by the FHP's Bureau of Criminal Investigations and Intelligence.

Upon review of the Intelligence procedures engagement, we determined the FHP Intelligence Procedures are compliant with the requirements in FHP Policy 22.03.07(d).

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 201516-05 – November 2, 2015

The OIG reviewed the Department of Highway Safety and Motor Vehicles' Performance Measures as required by Section 20.055(2)(b), F.S. Department Reporting Measures were also reviewed.

We assessed the validity and reliability of six performance and four reporting measures for the 2015-16 Fiscal Year. Four measures were from the previous Fiscal Year. We evaluated the proposed changes to six measures that were modified or created for the 2015-16 Fiscal Year.

The performance and reporting measures included in our review were determined valid and reliable in relation to their intended purpose and use.

Status of Prior 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, 2016, there were six 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.

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

The outstanding recommendations relate to inconsistent application of and compliance with Department policy and procedures regarding evidence and property.

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

The outstanding recommendations relate to oversight of contracts, contractor access, and contract manager training.

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

The outstanding recommendations relate to ensuring there are adequate controls and oversight regarding the collection of security deposits and access to security deposit records.

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.

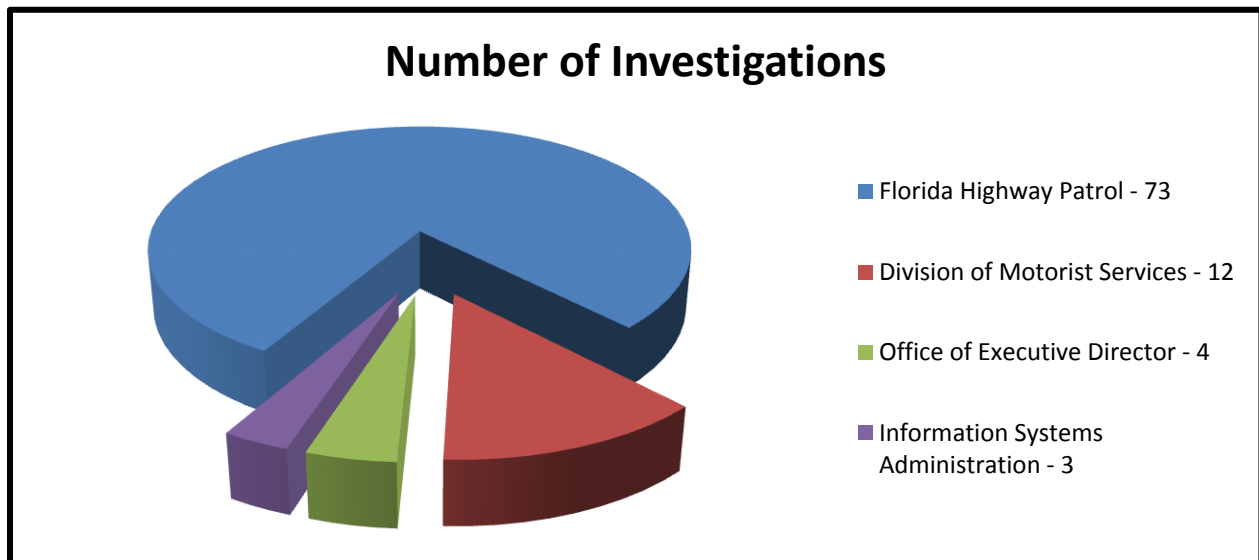
Once an investigation is completed:

- 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.

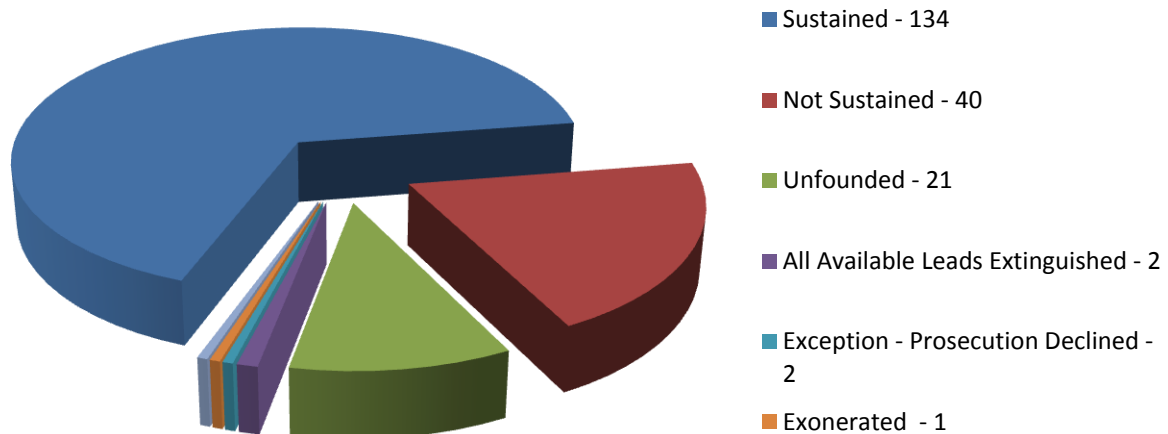
Investigative Activities and Findings by Program Area

For the 2015-16 Fiscal Year, the following charts depict investigations performed by program area, investigative findings, and investigative activities performed.

Investigative Activities	Number
Cases Opened	71
Cases Closed	92
Cases with Substantiated Allegations	61
Number of Criminal Investigations	6
Complaint Inquiries	175
Public Records Requests	238



Investigations by Findings



Case Summaries

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 92 investigations completed during the 2015-16 Fiscal Year.

Investigative Case Summaries

20150223: (7/7/2015) Based on a citizen complaint, an investigation was conducted into the allegations that a Trooper was rude and discourteous and used excessive force during a crash investigation. The investigation determined the allegations were unfounded.

20150240: (7/7/2015) A Department initiated investigation was conducted into the allegation that a Captain made sexually explicit comments in the workplace. The investigation determined the allegation was unfounded.

20150179: (7/16/2015) A Department initiated investigation was conducted into the allegation that a Trooper failed to collect, preserve, and properly submit evidence involving a fatal traffic crash and inaccurately completed an Offense Incident Report by reporting they submitted into evidence all blood samples for analysis. The investigation determined these allegations were sustained. It was also alleged that the Trooper failed

to further investigate reported criminal activity involving the fatal traffic crash, where the at fault driver consumed prescription pills and the investigation determined this allegation to be unfounded. The Trooper received a written reprimand.

20150248: (7/16/2015) Based on a citizen complaint, an investigation was conducted into the allegations that a Trooper engaged in a romantic relationship while on-duty and utilized his assigned FHP patrol vehicle for non-duty related purposes. The investigation determined these allegations were not sustained. It was also alleged that the Trooper misused Department information resources and the investigation determined this allegation was sustained. The Trooper received a written reprimand.

20150252: (7/16/2015) A Department initiated investigation was conducted into the allegation that employee salaries and benefits are being charged to the Florida Department of Transportation (Contract 0015118101) for personnel when they are not working on the Alligator Alley in violation of the contract. The investigation determined this allegation was not sustained.

20150196: (7/20/2015) Based on a citizen complaint, an investigation was conducted into the allegations that a Corporal failed to conduct themselves on and off duty in such a manner so that their actions and behavior reflect favorably on the Division and failed to report a use of control incident in accordance with policy. The investigation determined these allegations were sustained. It was also alleged that the Corporal utilized improper use of control and the investigation determined this allegation was not sustained. The Corporal received a 24 hour suspension.

20150238: (7/20/2015) A Department initiated investigation was conducted into the allegation that a Trooper was arrested for Petit Theft and failed to immediately notify their command staff upon becoming aware that they were the subject of an investigation by a government agency other than FHP. The investigation determined these allegations were sustained. The Trooper was dismissed from the Department.

20150276: (7/20/2015) A Department initiated investigation was conducted into the allegations that a Trooper submitted incorrect time on their People First timesheet, went home sick from work and came out less than 24 hours later to work ODPE, worked more than 18.5 hours of ODPE and regular duty within a 24 hour period and went off-duty at a location not listed as their residence. During the investigation the OIG was notified that FHP had already offered the Trooper a Pre-Investigative Agreement (PIA) and the Trooper accepted the PIA of a written reprimand while under investigation.

20150229: (7/24/2015) A Department initiated investigation was conducted into the allegation that a Sergeant claimed hours on their People First timesheet that they did not work. The investigation determined this allegation was sustained and the Sergeant received a 24 hour suspension.

20150080: (7/25/2015) A Department initiated investigation was conducted into the allegation that a Trooper physically assaulted another Trooper. The investigation was submitted to the State Attorney's Office and prosecution was declined.

20150262: (7/30/2015) A Department initiated investigation was conducted into the allegations that a Trooper failed to properly submit evidence/property and failed to properly dispose of or destruct evidence/property. The investigation determined the allegations were sustained. The Trooper retired while under investigation.

20150285: (7/30/2015) Based on a citizen complaint, an investigation was conducted into the allegations that a Program Manager inappropriately used their Department computer and engaged in secondary employment without authorization. The investigation determined these allegations were sustained. It was also alleged that the Program Manager engaged in conduct with Department vendors creating a conflict of interest and the investigation determined this allegation was not sustained. The Program Manager resigned while under investigation.

20150292: (8/4/2015) 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. The Trooper received a 24 hour suspension.

20150302: (08/11/2015) A Department initiated investigation was conducted into the allegation that a Corporal was using their Department issued WEX card to purchase fuel for vehicles not owned by the Department. The investigation was submitted to the State Attorney's Office and prosecution was declined.

20150221: (8/20/2015) A Department initiated investigation was conducted into the allegation that a Sergeant used a Department vehicle for non-work related purposes, falsified SOAR reports, falsified a selective enforcement report, worked more than 16 hours in a 24 hour period, altered their work shift without authorization to work Hireback, claimed time on their People First timesheet that they did not work, simultaneously claimed time for regular duty and Hireback and failed to obey a lawful order from a supervisor. The investigation determined these allegations were sustained. The Sergeant resigned while under investigation.

20150237: (8/20/2015) Based on a citizen complaint, an investigation was conducted into the allegation that a Trooper committed grand theft by stealing money that belonged to a crash victim. During the investigation, it was determined that all leads had been exhausted and the case was closed.

20150278: (8/21/2015) A Department initiated investigation was conducted into the allegations that a Department manager created a hostile work environment and subjected the employee to discrimination based on their gender and sexual orientation. The investigation determined these allegations were not sustained. It was also alleged that the manager denied an employee leave time and the investigation determined this allegation was unfounded.

20150379: (8/28/2015) A Department initiated investigation was conducted into the allegation that a Major created a hostile work environment for an employee. The investigation determined that the allegation was unfounded.

20150297: (9/8/2015) A Department initiated investigation was conducted into the allegations that a Corporal failed to provide reasonable security for a Department vehicle, used the Department vehicle for other than official business, conducted multiple inappropriate internet searches on their assigned FHP Mobile Data Computer (MDC), conducted multiple inappropriate inquiries using the Driver Vehicle Information Database (DAVID) system, and conducted multiple inappropriate persons inquiries using the Florida Crime Information Center (FCIC) and National Crime Information Center (NCIC). The investigation determined these allegations were sustained and the Corporal resigned while under investigation.

20150339: (9/8/2015) A Department initiated investigation was conducted into the allegation that a Trooper improperly accessed the Florida Crime Information Center (FCIC) database and provided vehicle owner information to an individual. The investigation determined the allegation was sustained and the Trooper received a written reprimand.

20150361: (9/8/2015) A Department initiated investigation was conducted into the allegation that a Trooper worked a combination of on-duty and off-duty police employment of more than 16 hours in a 24 hour period. The investigation determined the allegation was sustained and the Trooper received a written reprimand.

20150341: (9/11/2015) A Department initiated investigation was conducted into the allegations that a Trooper created warnings/faulty equipment notices in Mobile Forms that they did not issue and created traffic stops in their TSDR that they did not make. The investigation determined that these allegations were sustained. The Trooper resigned while under investigation.

20150227: (9/15/2015) A Department initiated investigation was conducted into the allegation that a Corporal claimed hours on their People First timesheet that they did not work and wore inappropriate attire while operating their division vehicle. The investigation determined that these allegations were sustained. It was also alleged that the Corporal failed to utilize their Automatic Vehicle Locator (AVL) while operating their

FHP patrol vehicle and the investigation determined this allegation was not sustained. The Corporal received a 40 hour suspension.

20150364: (9/15/2015) A Department initiated investigation was conducted into the allegations that a Senior Clerk improperly used Department information technology to access streaming audio/video sites for non-work related activities and used their Department computer for personal purposes that were not brief and infrequent. The investigation determined these allegations were sustained and the employee was dismissed from the Department.

20150346: (9/17/2015) A Department initiated investigation was conducted into the allegation that a Trooper hit the complainant, a Department employee, in the head. The investigation determined this allegation was sustained. It was also alleged that the Trooper used their Conducted Electrical Weapon (CEW) to drive-stun the complainant in the buttocks and activated and threw their CEW into the complainant's patrol vehicle with the complainant inside. The investigation determined these allegations were not sustained. The Trooper received a written reprimand.

20150382: (9/22/2015) A Department initiated investigation was conducted into the allegations that two Troopers failed to follow FHP evidence property procedures. The investigation determined the allegations were sustained and both of the Troopers received counseling.

20150281: (10/05/2015) A Department initiated investigation was conducted into the allegation that a Captain was purchasing pain medication without a prescription. The investigation was closed as all leads extinguished.

20150393: (10/08/2015) A Department initiated investigation was conducted into the allegation that a Systems Project Administrator created a hostile work environment, based on age discrimination. The investigation determined the allegation was unfounded.

20150331: (10/09/2015) A Department initiated investigation was conducted into the allegation that a Corporal was claiming hours on their People First timesheet that they did not work. The investigation determined the allegation was sustained. The Corporal received a written reprimand.

20150396: (10/15/2015) A Department initiated investigation was conducted into the allegations that a Trooper claimed time on their People First timesheet they did not work, utilized a FHP patrol vehicle for ODPE without being logged onto the Computer Aided Dispatch (CAD), worked ODPE and regular duty hours simultaneously, and failed to utilize the AVL while operating a FHP patrol vehicle. The investigation has

determined all of the allegations were sustained. The Trooper received a written reprimand.

20150401: (10/27/2015) A Department initiated investigation was conducted into the allegation that a Trooper claimed time not worked and failed to login to CAD while working ODPE. The investigation determined the allegations were sustained. The Trooper received an 80 hour suspension.

20150392: (10/27/2015) Based on a citizen complaint, an investigation was conducted into the allegation a Trooper failed to report that their Division vehicle had been involved in a traffic crash. The investigation determined this allegation was sustained. The Trooper received an 8 hour suspension.

20140308: (11/06/2015) A Department initiated investigation was conducted into the allegation that an Evidence/ Property (E/P) Custodian stole drug evidence from the Troop K E/P Rooms located in Orlando and Fort Pierce. The E/P Custodian resigned while under investigation, and a *capias* was issued for the arrest of the E/P Custodian.

20150436: (11/10/2015) A Department initiated investigation was conducted into allegations that a Lieutenant made inappropriate comments to the complainant during a traffic stop. The investigation determined the allegation was not sustained. The investigation determined the Lieutenant did state to the complaint "You might want to kiss me" during the traffic stop. The Lieutenant was dismissed from the Department.

20150423: (11/10/2015) A Department initiated investigation was conducted into the allegations that a Distributed Computer Systems Specialist used a Department issued vehicle for personal use and claimed hours on their People First timesheet that they did not work. The investigation determined that both allegations were sustained. The Distributed Computer Systems Specialist resigned while under investigation.

20150465: (11/17/2015) A Department initiated investigation was conducted into allegations that a Trooper was rude and discourteous during a traffic stop and misused their official position. The investigation determined that both of the allegations were sustained. The Trooper retired in lieu of dismissal.

20150397: (12/01/2015) A Department initiated investigation was conducted into the allegations that a Trooper worked more than 16 hours in a 24 hour period, worked more than 72 hours in a week, underreported time in People First, claimed hours on their People First timesheet they did not work, utilized their assigned FHP patrol vehicle for non-duty purposes, underreported mileage reimbursement while working Off-Duty Police Employment, and transported an unauthorized passenger in their patrol car. The investigation determined that the allegation that the Trooper worked more than 16 hours

in a 24 hour period was unfounded. The investigation determined that all other allegations were sustained. The Trooper received a 40 hour suspension.

20150398: (12/01/2015) A Department initiated investigation was conducted into the allegations that a Trooper failed to accurately report ODPE hours, claimed time on their People First timesheet that they did not work, and utilized their FHP patrol vehicle for unauthorized purposes. The investigation determined all of the allegations were sustained. The Trooper received a written reprimand.

20150461: (12/01/2015) A Department initiated investigation was conducted into the allegation that a Trooper failed to conduct a complete and thorough inventory of complainant's vehicle. The investigation determined the allegation was sustained. The Trooper received a counseling letter.

20150448: (12/03/2015) A Department initiated investigation was conducted into the allegations that a Trooper failed to park their patrol car at their residence after going off-duty from their regular shift and back on-duty for their Hireback shift and failed to ensure the AVL was transmitting while operating their patrol car. The investigation determined both of the allegations were sustained. The Trooper received a written reprimand.

20150333: (12/07/2015) A Department initiated investigation was conducted into the allegation that Department management failed to take action to prevent a health hazard. The investigation determined the allegation was not sustained.

20150491: (12/08/2015) A Department initiated investigation was conducted into the allegation that the Information Systems Administration Chief of Support Services subjected an Information Systems Administration Systems Project Administrator to gender discrimination when they were not promoted. The investigation determined the allegation was unfounded.

20150440: (12/09/2015) A Department initiated investigation was conducted into the allegation that a Trooper, while in a non-duty status, pushed the complainant against a wall. The investigation determined that the allegation was not sustained.

20150351: (12/15/2015) A Department initiated investigation was conducted into allegations that a Trooper communicated a false duty status and received compensation for time not worked. The investigation determined the allegations were sustained. The Trooper received a 40 hour suspension.

20150460: (12/15/2015) A Department initiated investigation was conducted into the allegations a Trooper falsely reported hours worked to include ODPE hours and used their patrol car for personal use. The investigation determined the allegation the Trooper falsely reported hours worked was not sustained. The investigation determined the

allegation a Trooper used their patrol car for personal use was sustained. The Trooper received a counseling letter.

20150463: (12/15/2015) A Department initiated investigation was conducted into the allegations that a Senior Attorney improperly used a Department WEX Fuel Card and used a Department vehicle for personal use. The investigation determined both of the allegations were sustained. The Senior Attorney resigned while under investigation.

20150475: (12/15/2015) A Department initiated investigation was conducted into the allegation a Trooper used profanity toward a supervisor, and was insubordinate. The investigation determined the allegation to be sustained. The Trooper received an 8 hour suspension.

20150507: (12/22/2015) A Department initiated investigation was conducted into allegations a Trooper was living at the residence of a registered sex offender, residing more than 30 miles from their city of assignment, and submitted false documentation regarding their permanent residence. The investigation determined the allegation the Trooper was living at the residence of a registered sex offender was unfounded. The investigation determined the allegations that the Trooper was residing more than 30 miles from their city of assignment and submitted false documentation regarding their permanent residence were sustained. The Trooper received a 24 hour suspension.

20150533: (12/29/2015) A Department initiated investigation was conducted into the allegation a HSMV Field Supervisor improperly used Department information technology resources to access streaming audio/video sites for non-work related activities. The investigation determined the allegation was sustained. The HSMV Field Supervisor received a counseling letter.

20150498: (12/29/2015) Based on a citizen complaint, an investigation was conducted into the allegations a Trooper improperly used a conducted electrical weapon (CEW) on a citizen, hit the complainant with various auto parts (oil dipstick and rubber hose), hit the complainant in the arm, and told the complainant not to talk to Department investigators about the allegations. The investigation determined the allegations that the Trooper hit the complainant in the arm and told the complainant not to talk to Department investigators about the allegations were not sustained. The investigation determined the allegations that the Trooper improperly used a CEW on a citizen and hit the complainant with various auto parts were sustained. The Trooper received a 40 hour suspension.

20150509: (01/12/2016) Based on a citizen complaint, an investigation was conducted into the allegations a Lieutenant offered to have sex in exchange for rent money and used their Department vehicle for unauthorized purposes. The investigation determined the allegation a Lieutenant offered to have sex in exchange for rent money as not

sustained. The investigation determined the allegation, a Lieutenant used their Department vehicle for unauthorized purposes, was sustained. The Lieutenant was dismissed from the Department.

20150539: (01/19/2016) Based on a citizen complaint, an investigation was conducted into the allegation a Trooper failed to take appropriate action upon arrival at a crash scene. The investigation determined the allegation was sustained. The Trooper resigned while under investigation.

20150548: (01/21/2016) Based on a citizen complaint, an investigation was conducted into allegations a Trooper provided alcoholic beverages to a 15 year old minor, was present while underage persons consumed alcoholic beverages, and sent inappropriate text messages to a minor. The investigation determined the allegation a Trooper sent inappropriate text messages to a minor was unfounded. The investigation determined the other allegations were sustained. The Trooper was dismissed from the Department.

20150551: (01/21/2016) A Department initiated investigation was conducted into the allegation a Department member sexually battered another Department member. The investigation determined the allegation was not sustained.

20150559: (01/21/2016) A Department initiated investigation was conducted into allegations a Corporal was involved in an unauthorized pursuit, communicated false information to the communications center, and failed to immediately report a patrol car crash. The investigation determined all of the allegations were sustained. The Corporal resigned while under investigation.

20150556: (01/26/2016) Based on a citizen complaint, an investigation was conducted into allegations a Compliance Examiner had been observed smoking marijuana and was suspected to have used methamphetamine. The investigation determined the allegations were unfounded.

20150536: (01/26/2016) A Department initiated investigation was conducted into allegations a Corporal was involved in an unauthorized pursuit, deactivated their in-car camera during a pursuit, and made false statements to the communications center. The investigation determined all of the allegations were sustained. The Corporal was dismissed from the Department.

20150481: (01/26/2016) A Department initiated investigation was conducted into allegations a Trooper issued Florida Uniform Traffic Citations for violations that did not occur, misused the audio recording equipment, falsified Traffic Stop Data Reports, and falsified Florida Uniform Traffic Citations. The investigation determined these allegations were sustained. The Trooper received an 80 hour suspension.

20150528: (01/28/2016) Based on a citizen complaint, an investigation was conducted into the allegation that a Corporal made conflicting statements during a traffic court hearing. The investigation determined the allegation was not sustained.

20150534: (02/02/2016) A Department initiated investigation was conducted into the allegation a Trooper threatened force to obtain a blood withdrawal without a warrant or probable cause. The investigation determined the Trooper was exonerated.

20160039: (02/04/2016) Based on a citizen complaint, an investigation was conducted into the allegation a Senior Consumer Service Analyst misused Department information resources. The investigation determined the allegation was sustained. The Senior Consumer Service Analyst resigned in lieu of dismissal.

20160005: (02/18/2016) Based on a citizen complaint, an investigation was conducted into the allegations that a Trooper posted duty-related video and/or audio from their Department Mobile Video Recorder to their Instagram social media profile and they failed to ensure adequate safe daily storage and handling procedures for their Department firearms. The investigation determined the allegation the Trooper posted duty-related video and/or audio from their Department Mobile Video Recorder to their Instagram social media profile was sustained. The investigation determined the allegation that the Trooper failed to ensure adequate safe daily storage and handling procedures for their Department firearms was not sustained. The Trooper received a counseling letter.

20160027: (03/03/2016) A Department initiated investigation was conducted into the allegations that a Trooper generated a false crash report, once advised of the correct facts surrounding the crash, failed to correct the erroneous information, failed to provide a supervisor with information requested by the supervisor via radio, and left the scene of the crash investigation and traveled to another location while still assigned to the call, without advising the communications center of the change in status. The investigation determined the allegations that a Trooper generated a false crash report and failed to correct erroneous facts once advised of the correct facts, were unfounded. The investigation determined the allegations that the Trooper failed to provide a supervisor with information requested by the supervisor via radio and left the scene of the crash investigation and traveled to another location while still assigned to the call, without advising the communications center of the change in status, were sustained. The Trooper received a counseling letter.

20160013: (03/08/2016) A Department initiated investigation was conducted into the allegations that a Lieutenant was involved in an inappropriate relationship with a Department clerk and the Lieutenant signed training rosters for classes they either did not attend, or was only present for a portion of the training. The investigation determined the allegations were unfounded.

20160090: (03/08/2016) Based on a citizen complaint, an investigation was conducted into the allegation that a Trooper, while off-duty, possibly drugged a complainant. The investigation determined this allegation was unfounded.

20160044: (03/15/2016) A Department initiated investigation was conducted into the allegation that a Trooper altered the race of violators on warnings and Uniform Traffic Citations. The investigation determined the allegation was unfounded.

20160076: (03/15/2016) A Department initiated investigation was conducted into the allegations that a Senior Highway Safety Specialist inappropriately used their Department vehicle and failed to accurately report time worked on their People First timesheet. The investigation determined both allegations were sustained. The Senior Highway Safety Specialist resigned from the Department prior to the conclusion of the investigation.

20160101: (03/17/2016) Based on a citizen complaint, an investigation was conducted into the allegations that a Trooper unlawfully evicted a resident of a Pinellas County motel and threatened to arrest the complainant. The investigation has determined the allegations were not sustained.

20160025: (03/31/2016) A Department initiated investigation was conducted into the allegation that two Lieutenants falsified a training roster. The investigation determined the allegation was not sustained.

20160092: (03/31/2016) Based on a citizen complaint, an investigation was conducted into the allegations that a Trooper logged out of the AVL function on their MDC, left their assigned duty post during their tour of duty without supervisory authority, failed to respond to calls when dispatched, provided false information to the communications center, used their Department vehicle for personal use, failed to appear for court after being subpoenaed, and claimed time not worked on their People First timesheet. The investigation determined all of the allegations were sustained. The Trooper was dismissed from the Department.

20160038: (03/31/2016) A Department initiated investigation was conducted into the allegations that a Senior Highway Safety Specialist engaged in secondary employment where a conflict of interest existed, used their Department issued vehicle for personal use, and claimed hours on their People First timesheet that they did not work. The investigation determined that all of the allegations were sustained. The Senior Highway Safety Specialist resigned while under investigation.

20160123: (04/07/2016) Based on an external agency complaint, an investigation was conducted into the allegations that a Trooper was a principle in the stalking of a citizen, conspired to place a tracking device on a citizen's vehicle, misused Department data resources, disseminated Criminal Justice Information System information to non-law

enforcement personnel, conspired to conduct an unlawful traffic stop on a citizen, and conspired to make an unlawful arrest. The investigation determined the allegation the Trooper conspired to conduct an unlawful traffic stop was not sustained. The investigation determined the allegation that the Trooper conspired to make an unlawful arrest was unfounded. All other allegations were sustained. The Trooper was dismissed from the Department.

20160162: (04/12/2016) A Department initiated investigation was conducted into the allegations that two Troopers failed to immediately notify their supervisors of being involved in a patrol car crash and reporting damage. The investigation determined the allegations were not sustained.

20160143: (04/19/2016) Based on a citizen complaint, an investigation was conducted into the allegation that a Regional Duty Officer misused Department information resources. The investigation determined the allegation was sustained. The Regional Duty Officer was dismissed from the Department.

20160166: (04/19/2016) Based on a citizen complaint, an investigation was conducted into the allegations that a Compliance Examiner engaged in an inappropriate and/or threatening conversation with a Department licensed business owner and made a racial comment to a car dealer. The investigation determined the allegations were not sustained.

20160184: (05/05/2016) A Department initiated investigation was conducted into the allegations that a Compliance Examiner used their Department issued vehicle for personal use, claimed hours on their People First timesheet that they did not work, engaged in secondary employment without authorization, and contacted dealerships for employment opportunities for a relative that created a conflict of interest. The investigation determined all of the allegations were sustained. The Compliance Examiner resigned in lieu of dismissal.

20160133: (05/10/2016) Based on a citizen complaint, an investigation was conducted into the allegations that a Captain interfered with a crash investigation and was rude and discourteous during a crash investigation. The investigation determined both of the allegations were not sustained.

20160165: (05/10/2016) A Department initiated investigation was conducted into the allegations that a Sergeant engaged in an unauthorized pursuit, did not terminate the pursuit as directed, and relayed false information over the radio. The investigation determined the allegations were sustained. The Sergeant received a 40 hour suspension.

20160079: (05/12/2016) Based on a citizen complaint, an investigation was conducted into the allegations that a Sergeant failed to oversee and correct the actions of an arresting Trooper and a Trooper conducted an improper arrest, completed a false arrest report, completed an inaccurate arrest report, and conducted improper search of a subject and vehicle. The investigation determined the allegation that a Sergeant failed to oversee and correct the actions of an arresting Trooper was sustained. The investigation determined the allegations that a Trooper conducted an improper arrest and completed a false arrest report were not sustained. The investigation determined the allegation that a Trooper completed an inaccurate arrest report was sustained. The investigation determined the allegation that a Trooper conducted an improper search of a subject and vehicle was unfounded. The Trooper was dismissed from the Department and the Sergeant's discipline is pending.

20160200: (05/12/2016) Based on a citizen complaint, an investigation was conducted into the allegations that a Trooper was involved in a traffic crash investigation where a conflict of interest existed, and another Trooper accessed DAVID for personal use, and failed to notify a supervisor upon receiving an assignment involving a person whom the member has had a social relationship. The investigation determined the allegation that a Trooper failed to notify a supervisor upon receiving an assignment involving a person whom the member has had a social relationship was not sustained. The investigation determined all other allegations were sustained. Discipline is pending.

20160237: (05/19/2016) Based on a citizen complaint, an investigation was conducted into the allegations that a Trooper failed to complete a crash report when requested by the complainant and failed to complete a crash report as required by FHP Policy. The investigation determined that the allegation the Trooper failed to complete a crash report when requested by the complainant was not sustained. The investigation determined that the allegation the Trooper failed to complete a crash report as required by FHP policy was sustained. The Trooper resigned while under investigation.

20160246: (05/24/2016) Based on a citizen complaint, an investigation was conducted into the allegation that a Trooper failed to complete a crash report as required by Department policy. The investigation determined the allegation was sustained. The Trooper resigned while under investigation.

20160247: (05/24/2016) Based on a citizen complaint, an investigation was conducted into the allegations that a Trooper failed to complete a crash report as required by Department policy and was rude when they returned the complainant's phone call. The investigation determined the allegation that the Trooper was rude when they returned the complainant's telephone call was not sustained. The investigation determined the allegation that the Trooper failed to complete a crash report as required by Department policy was sustained. The Trooper resigned while under investigation.

20160259: (05/31/2016) Based on a citizen complaint, an investigation was conducted into the allegation that a Trooper engaged in a sexual act while on duty. The investigation determined the allegation was not sustained.

20160206: (06/02/2016) A Department initiated investigation was conducted into the allegation that a Trooper failed to claim actual mileage driving to and from ODPE jobs on their Monthly ODPE Report. The investigation determined the allegation was sustained. The Trooper received a written reprimand.

20160218: (06/07/2016) A Department initiated investigation was conducted into the allegations that a Compliance Examiner improperly used Department information technology resources to transfer Department data to a personal email account, improperly used their Department vehicle, and misused Department information resources. The investigation determined the allegations were sustained. The Compliance Examiner resigned while under investigation.

20160229: (06/16/2016): A Department initiated investigation was conducted into the allegation that a Trooper engaged in sex while on-duty. The investigation determined the allegation was not sustained.

20160242: (06/21/2016) A Department initiated investigation was conducted into the allegation that a Trooper was involved in a relationship with an individual that was previously a subject/arrestee in a felony investigation. The investigation determined the allegation was sustained. The Trooper was dismissed from the Department.

20160307: (06/21/2016) A Department initiated investigation was conducted into the allegations that an Operations Review Specialist used Department equipment and/or resources for personal business and claimed hours worked that they did not actually work. The investigation determined all allegations were sustained. The Operations Review Specialist was dismissed from the Department.

20160176: (06/21/2016) Based on a citizen complaint, an investigation was conducted into the allegation that a Driver License Examiner had been stealing and selling information from the Department for their tax business. The investigation determined the allegation was unfounded.

20160312: (06/23/2016) A Department initiated investigation was conducted into the allegation that a Trooper committed an act that would constitute domestic violence. The investigation determined the allegation was sustained. Discipline is pending.

20160326: (06/29/2016) A Department initiated investigation was conducted into the allegation that a Driver License Examiner rubbed their breasts against another Driver License Examiner while saying, "I've been waiting to do this and now I can finally do this." The investigation determined the allegation was not sustained.