

OFFICE OF INSPECTOR GENERAL



ANNUAL REPORT 2023 - 2024

Kristofer B. Sullivan,
Inspector General

INSPECTOR GENERAL SUMMARY

Dear Secretary Perdue and Chief Inspector General Miguel,

On behalf of the Florida Department of Transportation's (FDOT) Office of Inspector General's (OIG) staff I am pleased to submit our Annual Report for the State fiscal year ended June 30, 2024. Our OIG team continues to work hard to meet our mission of providing independent and objective investigative and audit services that promote accountability, integrity, and efficiency for the Department and its partners.

Our Audit team provides assurance and consulting services to help ensure the efficiency and effectiveness of Department programs. The Audit team produced 27 products, including audits and reviews of contracts, grants, operational processes, and information technology. The team continued to conduct engagements, in coordination with the Governor's Chief Inspector General (CIG), specifically concerning cybersecurity. Additionally, the Audit team worked closely with Department functional areas to provide insights into other Department processes and operations.

Our Investigations team works to protect the Department's resources by deterring and detecting activities such as contract fraud and significant employee misconducts. We issued investigative products on topics such as conflict of interest, falsification of records, and employee misconduct. The Investigations teams received 141 inquires/complaints; opened 14 investigations; referred 87 complaints to management; and forwarded 29 complaints to other agencies.

Regarding the fraud and misconduct deterrence aspect of our mission, we conducted fraud awareness briefings statewide to Department employees and partners in the industry. Additionally, we presented to new employees, Professional Engineer Trainees, and to supervisor and management academies. We also continue to refresh our training and fraud hotline to focus on accountability, including how to identify and report fraud, waste, abuse, misconduct, or mismanagement.

The OIG team looks forward to continuing working with Department leadership and our statewide partners to help the Department meet its mission of providing a safe transportation system that ensures the mobility of people and goods, enhances economic prosperity, and preserves the quality of environment and communities.

Respectfully submitted,

DocuSigned by:

Kristofer B. Sullivan

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Kristofer B. Sullivan
Inspector General
September 25, 2024



OFFICE OF INSPECTOR GENERAL
ACCOUNTABILITY HOTLINE
Report Fraud, Waste, Abuse, Misconduct, or Mismanagement.

 CALL US AT 1-800-255-8099  visit <https://www.fdot.gov/ig> for more information.



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OIG LEADERSHIP

INSPECTOR GENERAL



KRISTOFER (KRIS) B. SULLIVAN, CIG, CIGI, CIA, CISA, CFE

Mr. Sullivan has served 27 years with the Department's Office of Inspector General. Mr. Sullivan was named Inspector General in August 2018. Prior to being named Inspector General, Mr. Sullivan served as the Department's Director of Audit for six years. Mr. Sullivan currently serves as President of the Florida Chapter of the Association of Inspectors General and previously served as the President of the Tallahassee Chapter of The Institute of Internal Auditors. Mr. Sullivan is a Certified Inspector General, Certified Inspector General Investigator, Certified Internal Auditor, Certified Information Systems Auditor and Certified Fraud Examiner.

DIRECTOR OF AUDIT



JOE GILBOY, CIA, CGAP, CIG, CISA, CPM

Mr. Gilboy has over 31 years of service with the State of Florida including over 29 years of professional auditing experience. In August 2009, Mr. Gilboy was appointed as the Director of Audit for the Florida Department of State, Office of Inspector General. In October 2010, Mr. Gilboy joined the Department's Office of Inspector General as the Performance and IT Audit Manager. In 2018, Mr. Gilboy was selected as the Director of Audit. He is a graduate of Florida State University with a bachelor's degree in finance. He is a Certified Internal Auditor, Certified Government Auditing Professional, Certified Inspector General, Certified Information Systems Auditor, and a Certified Public Manager.

DIRECTOR OF INVESTIGATIONS



KIM LIKENS, MPA, CIG, CIGI, CFE, CPM

Mrs. Likens began her state career in 1996 at the Florida Department of Law Enforcement as a Crime Intelligence Analyst. From 2001 to 2007, Mrs. Likens worked as the Deputy Director of Investigations for the Chief Inspector General's Office in the Executive Office of the Governor. In 2008, she worked as a Background Investigator for the Portland Police Bureau, and in 2009, joined the Department's Office of Inspector General as an Investigator. In 2019, she was appointed as the Director of Investigations. Mrs. Likens is a graduate of Florida State University with a bachelor's degree in Criminology and a master's degree in Public Administration. She has earned the designations of Certified Inspector General, Certified Inspector General Investigator, Certified Fraud Examiner, and Certified Public Manager.

DIRECTOR OF QUALITY ASSURANCE & OPERATIONS SUPPORT



JESSICA MOBLEY, CIGA, CPM

Mrs. Mobley has over 12 years of experience across federal, state, military, and private sectors, specializing in strategic leadership, financial management, auditing, and enhancing organizational efficiency. She was appointed as the Director of Quality Assurance and Operations Support in March 2024. Prior to this role, she served as Deputy Audit Director for Intermodal, Senior Auditor, and Auditor within the Department's Office of Inspector General. Mrs. Mobley is a board member and previously served as a Membership Officer for the Tallahassee Chapter of The Institute of Internal Auditors. She is a graduate of Thomas University with a bachelor's degree in accounting and holds the designations of Certified Inspector General Auditor and Certified Public Manager.

MISSION, VISION, AND VALUES

Mission

To provide independent and objective investigative and audit services that promote accountability, integrity, and efficiency within the Florida Department of Transportation and its partners.

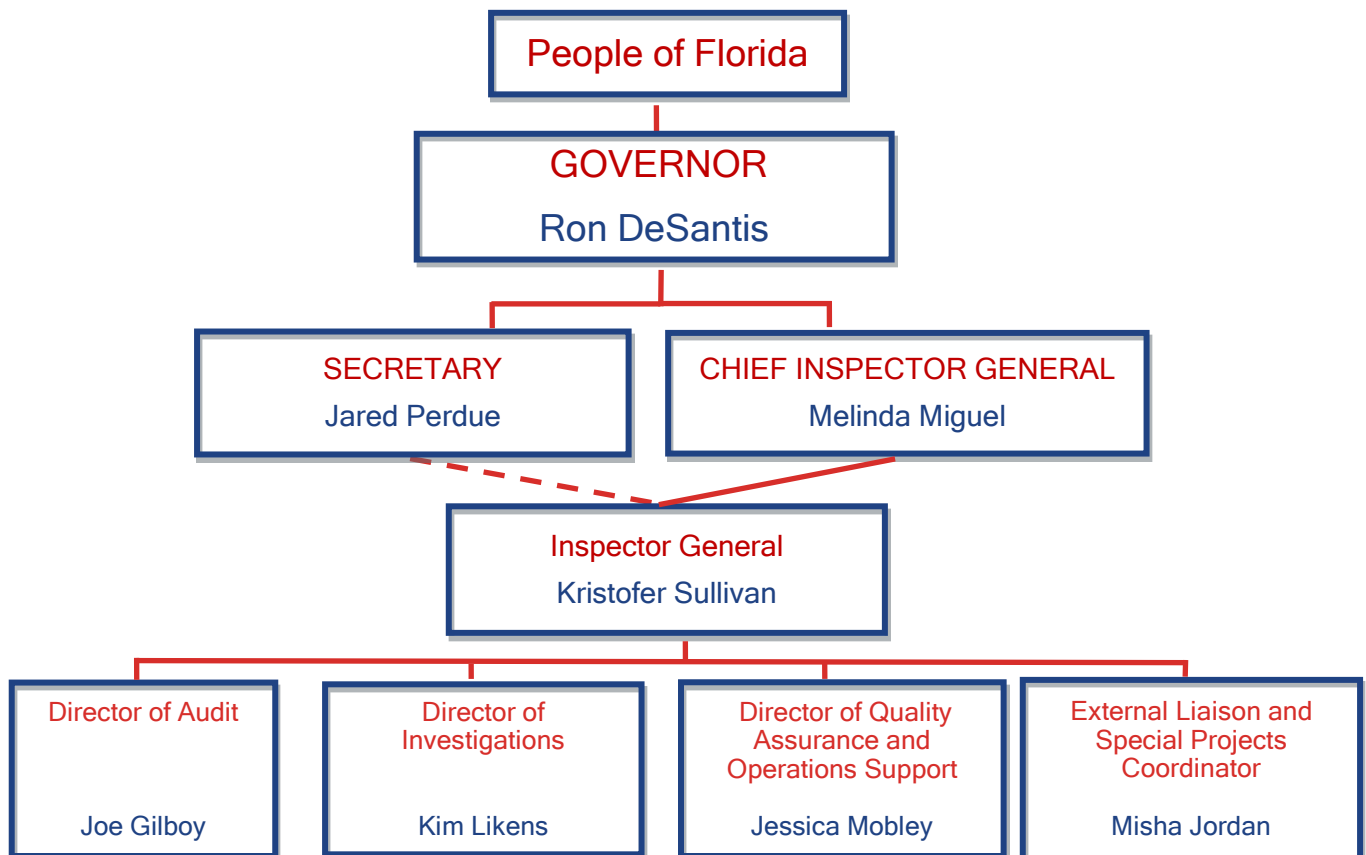
Vision

To be a model Office of Inspector General, leading through a culture of accountability, diversity, and optimal performance.

Values

To be "One" Office of Inspector General, be safe, be professional, be accountable, be effective communicators, be innovative, be technology oriented, be office environment aware, and be self-aware.

OIG ORGANIZATIONAL CHART



AUDIT ACTIVITY

27 PRODUCTS ISSUED

26 Audit Projects Carried Forward from FY 2022-23

38 New Projects for FY 2023-24

22 Work Plan Projects Initiated for FY 2023-24

3 Non-Work Plan Projects Initiated for FY 2023-24

1 CHIEF INSPECTOR GENERAL PROJECT

8 EXTERNAL AUDIT ACTIVITIES

1 SPECIAL PROJECTS

INVESTIGATIONS ACTIVITY

18 PRODUCTS ISSUED

9 Investigations Carried Forward from FY 2022-2023

2 Cases Worked Jointly with Law Enforcement

141 COMPLAINTS RECEIVED

87 Complaints Referred to Management

29 Complaints Referred to Outside Agencies

14 Cases Opened

24 Fraud Awareness Briefings Conducted

AUDIT AND INVESTIGATIVE ACTIVITIES COMPLETED

By District

	Audit Products	Investigation Products	Complaints Referred to Management	Total:
District 1	1	1	7	9
District 2	0	2	8	10
District 3	1	1	5	7
District 4	1	4	10	15
District 5	2	4	15	21
District 6	1	1	2	4
District 7	1	0	5	6
Florida Turnpike Enterprise	2	2	28*	32
Central Office	17	2	6	25
Statewide	1	1	1	3
Other	0	0	0	0
Total	27	18	87	132

By Program Area

*Primarily SunPass

	E & O	F & A	Strategic Development	Transportation Technology	Florida Turnpike Enterprise	Other	Total:
Audit	1	12	9	3	2	0	27
Investigations	12	3	1	0	0	2	18
Total	10	16	10	3	2	3	44

OIG 2023-24 STRATEGIC PLAN SUMMARY

In Fiscal Year 2023-24 the OIG monitored the Strategic Plan consisting of five strategic areas. The following is a summary of activities in each strategic area.

Promote Safety

The OIG contributed to the accountability, integrity, and efficiency of the Department's safety initiatives by linking 35% of our audits, and management reviews to the safety initiative, with 70% of those having recommendations based on the results.

We increased the safety knowledge within the OIG by covering safety topics at office meetings, keeping everyone current during hurricane season with alerts and notifications, monitoring the facility for any safety issues, and obtaining training from the Department's Safety Office. We conducted a survey of OIG staff members regarding their level of knowledge on safety and ensured all policy and procedures on safety were current and applicable.

Enhance Mobility

The OIG contributed to the accountability, integrity, and efficiency of the Department's mobility initiatives by linking 61% of our audits, and management reviews to the mobility initiative, with 76% of those having recommendations based on the results.

The OIG team continues to enhance a cooperative work environment to be conducive to the Department's mobility initiatives by having staff members participate on several Mobility Groups and attending project meetings regarding mobility issues throughout the Department. Staff actively participate on the American Association of State Highway and Transportation Officials (AASHTO) Internal Audit Practices Subcommittee.

Workforce Development

The OIG believes in providing our team with opportunities for professional growth and improving our leadership capabilities by encouraging participation in internal and external projects, including Chief Inspector General projects and Department initiatives. In our annual internal survey of OIG staff, 88% responded they agree or strongly agree that they have opportunities for professional growth.

OIG 2023-24 STRATEGIC PLAN SUMMARY

Project Management

The OIG strives to optimize our performance. We do this by meeting industry standards and continuously improving quality in our products. This past year we placed additional emphasis on cross training of staff and new employee development. We continue to track, review, and adjust project time as needed and conduct after-action reports for lessons learned.

Communication

The OIG team works to continuously improve internal and external OIG communications by meeting regularly with executive staff on project status; developing new awareness communications in the form of electronic post cards, “meet-and-greet” videos, and Accountability and Fraud Awareness Briefings; working with other agencies such as the Auditor General (AG) and the Office of Program Policy Analysis and Government Accountability (OPPAGA); and conducting internal training.

DRIVING CULTURE

In 2022, Department leadership initiated a series of workshops to emphasize Cultural Development Themes that contribute to an uplifting, positive, and supportive work culture. Over the past two years, a series of workshops and related workgroups first focused on Defining Culture, and has now moved into the phase of Driving Culture. The Inspector General and other OIG team members are actively participating in this on-going initiative.

The following five cultural themes were identified: Trust, Relationships, Respect, Empowerment, and Communication (TRREC). Each area of the Department, including the OIG, are implementing action plans to Drive Culture.



As a continued effort in Driving Culture, the OIG continues to provide the Accountability Track training curriculum within the Department's learning management system, Learning Curve. This multi-class curriculum contains Computer Based Training focused on guiding and informing staff how to become more accountable to themselves, their team, and the Department.

In addition to other efforts, this curriculum was advertised to Department employees through computer lock screens.

"Culture does not change because we desire to change it. Culture changes when the organization is transformed; the culture reflects the realities of people working together every day."

Frances Hesselbein, served as the CEO of the Girl Scouts of the USA, from 1976 to 1990

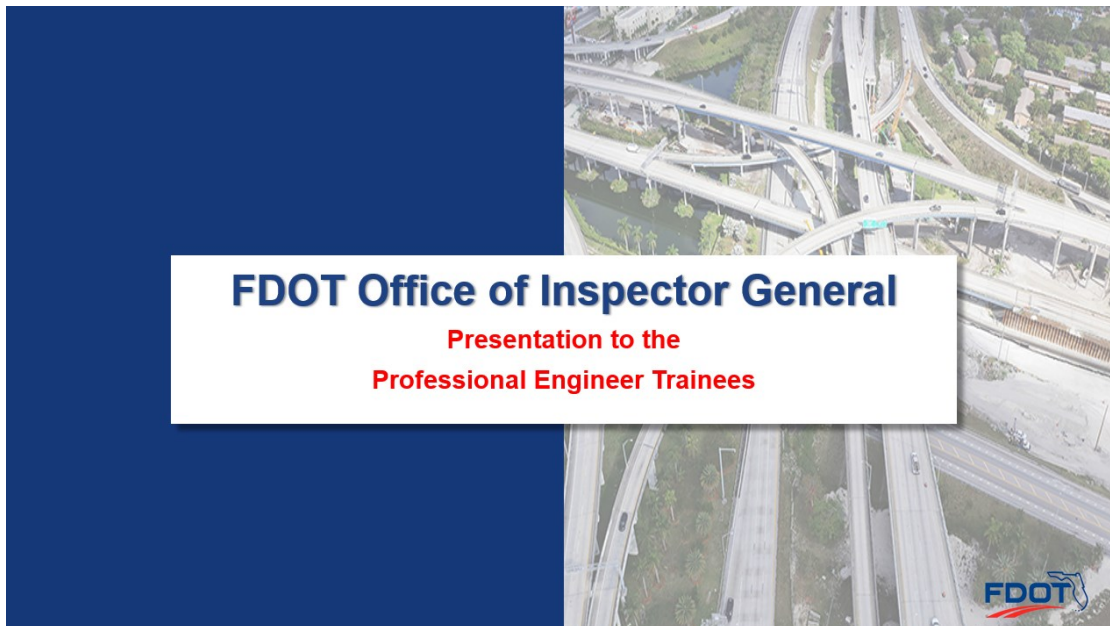
ACCOUNTABILITY AND FRAUD AWARENESS

The OIG makes a concerted effort to educate Department employees, contractors, consultants, and the public about accountability including recognizing and reporting fraud, waste, abuse, misconduct, or mismanagement.

We do this by:

- Presenting Accountability and Fraud Awareness Briefings in person and virtually.
- Presenting at the Department’s Professional Engineer (PE) Training Program, Supervisor’s Academy, and Construction Academy.
- Presenting at New Employee Orientation briefings.

Sessions	Attendees
Department Attendees (Statewide)	693
New Employee Orientation (Central Office only)	68
Supervisor’s Academy	51
Construction Academy	69
Total	881



ENCOURAGING THE HEART

In the Spring of 2023, the Office of Inspector General implemented Encouraging the Heart awards to recognize OIG staff that have made a significant contribution that inspires, encourages, and through their actions, enhances the OIG workplace environment. Some of the requirements for this award are:

- The staff member’s actions serve as an example which will encourage others around them to perform at a higher level;
- The staff member goes out of their way to recognize and celebrate the achievements and accomplishments of others; and
- The staff member’s actions elevate others skillsets and inspire professional growth, and/or build a positive work environment.

The Inspector General presented an Encouraging the Heart award to three worthy individuals.



Heather Strickland

Heather Strickland, Administrative Assistant III

Heather is one of those rare individuals who brings joy and laughter to everything she does. She always has a smile on her face and quick with a word of encouragement for her team members. She inspires others with her work ethic and is always available to help in any way she can. She is a true blessing to our office.

Nancy Shepherd, previous Special Projects Coordinator and External Audit Liaison

Nancy is the embodiment of a continuous learner and wants those around her to be the best individual they can be. She is the first to nominate a team member for recognition and has several times led nominations for individuals outside the OIG for agency awards. Nancy is a mentor to others and has on a couple occasions been a mentee.



Nancy Shepherd and Kris Sullivan



Larry Burns

Larry Burns, Deputy Director of Investigations

Since joining the OIG in 2018, Larry has been a continuous source of positive attitude and gratitude. He has for several years been a leader in developing and maturing the OIG’s mentoring program, resulting in 17 OIG individuals participating as mentors and mentees. Larry on a regular basis recognizes his staff and coworkers for their efforts and achievements, while not seeking the spotlight for himself.

AUDIT

The Audit Section's mission is to promote integrity, accountability, and process improvement by providing objective, timely, and value-added audit services.

Duties and Responsibilities

The Audit Section provides independent appraisals of the performance of Department programs and processes, including the appraisal of management's performance in meeting the Department's information needs while safeguarding its resources. They ensure costs proposed and charged to the Department through contracts and agreements with external entities are accurate, reasonable, and comply with applicable federal and state procurement regulations. The Audit Section follows the International Standards for the Professional Practice of Internal Auditing as published by the Institute of Internal Auditors, Inc., or, where appropriate, in accordance with Generally Accepted Government Auditing Standards.

The Audit Section is comprised of the following units:

Contract Audit Unit

Contract Audit performs audits, examinations, and reviews to include agreed upon procedures and special analyses of contracts and agreements between the Department and external entities to ensure costs proposed and charged to the Department by consultants, contractors and other external groups are accurate, reasonable, and comply with applicable federal and state regulations.

Intermodal Audit Unit

Intermodal Audit performs audits and reviews to determine the allowability of costs associated with various activities including agreements between the Department and railroads, authorities, public transportation entities, and utility companies. Engagements related to rail labor additive rates and invoices; transportation, expressway and bridge authorities; seaport, airport, and transit grants; utility relocation costs; indirect cost allocation and fringe benefit rates; and various accounting services are performed by Intermodal Audit.

Performance and Information Technology Audit Unit

Performance and Information Technology Audit conducts performance audits and management reviews of organizational units, programs, activities, and functions in accordance with applicable professional standards. The term performance audit is used generically to include work classified as program evaluations, program effectiveness and results audits, economy and efficiency audits, operational audits, and value-for-money audits. The work of Performance and Information Technology Audit consists of performance audits, financial audits, performance measures assessment, risk assessment, information technology audits, computer forensic reviews, and data mining.

AUDIT

Finance & Administration

Cognizant Review - CY 2021- 2022

23C-003, Baker Tilly US, LLP (Atkins)

23C-009, CliftonLarsonAllen (TLP Engineering Consultants, Inc.)

23C-010, Carr, Riggs & Ingram (GAI)

24C-001, D.L. Purvine, CPA, PLLC (WGI)

24C-002, Aldrich CPAs + Advisors LLP (CONSOR)

24C-005, Baker Tilly US, LLP (Atkins) Cognizant Review CY2022

The purpose of the above engagements was to determine if invoiced non-labor direct project costs were excluded from the firm's direct expense, and overhead rates were conducted in accordance per Federal Acquisition Regulations (FAR) 31.201-2 and FAR 31.202, and the Department's governing directives. None of these engagements contained recommendations and as a result, the firms were found to be compliant with governing directives.

22C-005-B, Audit of Direct Labor Cost Credits (Transfers) - NV5, Inc.

The purpose of this engagement was to conduct an analytical review to determine if direct labor cost transfers complied with applicable FAR and Department policies. This engagement resulted in one positive finding and one finding with a recommendation for corrective action.

22C-005-C, Audit of Direct Labor Cost Credits - Gannett Fleming, Inc.

The purpose of this engagement was to conduct an analytical review to determine if direct labor cost transfers complied with applicable FAR and Department policies. This engagement resulted in one positive finding and no recommendations.



AUDIT

Finance & Administration (continued)

24I-004, Department FY 2024-25 Indirect Rate Review

At the request of the Office of Comptroller (OOC), the Department's Office of Inspector General reviewed the Department's proposed indirect cost allocation rates for fiscal year 2024-25. The Office of Inspector General has traditionally performed this examination prior to the Department's submission of the proposed rates to the Federal Highway Administration (FHWA) for approval. We determined the underlying risk of miscalculated rates resulting in unallowable charges to federal grants did not justify a full examination prior to rate submission and recommended the OOC submit the rates to FHWA for review and approval.

23C-012, Department Value Pricing Pilot Program Review FY 2022-23

The purpose of this engagement was to determine if the Department complied with Value Pricing Pilot Program (VPPP). This engagement resulted in one positive finding and no recommendations.



23C-011, Department Section 129(a)(3) Financial Review FY 2022-23 (Toll Credits)

The purpose of this engagement was to determine if the Department complied with Title 23 United States Code, Highways, Chapter 1, Federal-Aid Highways, Section 129(a)(3), Toll Roads, Bridges, Tunnels, and Ferries, Limitations on use of toll revenue. This engagement resulted in one positive finding and no recommendations.

23C-013, Department Section 129(a)(9) Financial Review FY 2022-23 (Over-the-Road Buses)

The purpose of this engagement was to determine if Department owned and operated tolling plazas provided equal access for Over-The-Road Buses (OTRBs) under the same terms and conditions as public transportation vehicles. This engagement resulted in one positive finding and no recommendations.

AUDIT

Florida Turnpike Enterprise

24C-003, FTE Section 129(a)(3) Financial Review FY 2023-24 (Toll Credits)

The purpose of this engagement was to determine if FTE complied with Title 23 United States Code (U.S.C.), Highways, Chapter 1, Federal-Aid Highways, Section 129(a)(3)(A), Toll Roads, Bridges, Tunnels, and Ferries, Limitations on Use of Revenue. This engagement resulted in one positive finding and no recommendations.

24C-004, FTE Section 129(a)(9) Financial Review FY 2023-24 (Over-the-Road Buses)

The purpose of this engagement was to determine if Florida Turnpike Enterprise owned and operated tolling plazas provided equal access for Over-The-Road Buses (OTRBs) under the same terms and conditions as public transportation vehicles. This engagement resulted in one positive finding and no recommendations.

Engineering & Operations

23P-009, Moveable Bridge Operations Audit

The purpose of this engagement was to determine if the Department’s policies, procedures, and guidance regarding the operation of movable bridges are in compliance with select federal and state requirements. In addition, the purpose was to determine if the operations of Florida’s movable bridges are being conducted in compliance with federal and state requirements and Department policies, procedures, and guidance. This engagement resulted in one positive finding and no recommendations.



Ortega Bridge



New Smyrna Beach Bridge and the tender box

AUDIT

Strategic Development

23P-006, Performance Measures 2021-22

The purpose of this engagement was to meet the statutory requirement in Section 20.055, Florida Statutes (2022), to assess the validity and reliability of legislatively approved performance measures and make recommendations for improvements, if needed. It was determined that of the four performance measures reviewed, three were valid and reliable and one was not valid or reliable.

21I-011, Miami Dade Department of Transportation and Public Works Funding



The purpose of this engagement was to determine if Miami-Dade Department of Transportation and Public Works financial management procedures, processes, and documentation comply and are in accordance with federal regulations, state statutes, and Department guidelines and Agreements. This engagement resulted in two positive findings and no recommendations. An opportunity for improvement was provided.

23I-005, Palm Beach Transportation Planning Agency

The purpose of this engagement was to determine if Palm Beach TPA was implementing Department financial management processes, in accordance with federal and state statutes, and Agreement G1O32. This engagement resulted in one positive finding and one finding with a recommendation for corrective action.

23I-011, Pasco County Public Transportation (GoPasco) Transit

The purpose of this engagement was to determine whether GoPasco has written accounting policies and financial management procedures and processes that are in accordance with federal regulations, state statutes, and Department policies and procedures. Additionally, to determine whether GoPasco invoices and expenses are in accordance with federal regulations, state statutes, and Grant Agreement G1H35. This engagement resulted in three positive findings and no recommendations.



AUDIT

Strategic Development (continued)

23I-006, Ocean Highway and Port Authority Port of Fernandina



The purpose of this engagement was to determine if Port Fernandina's financial management procedures, processes, and documentation comply and are in accordance with federal regulations, state statutes, and Department guidelines and Agreements. This engagement resulted in two positive findings and one finding with a recommendation for corrective action.

23I-014, CSXT- 2022 Indirect Rate

The purpose of this engagement was to determine whether CSXT fiscal year 2022 indirect rates are reasonable, based on allocable and allowable costs, and supported by transparent and understandable records. We determined the costs associated with the rates submitted by CSXT are reasonable, allocable, and allowable for use in billing railroad-highway projects and recommended the Department's Freight and Rail Office review and approve the rates for use in billing costs for railroad-highway projects and communicate this decision to the Federal Highway Administration.



23I-013, Collier Metropolitan Planning Organization

The purpose of this engagement was to determine if Collier Metropolitan Planning Organization (MPO) has written accounting policies and financial management procedures that are in accordance with federal regulations, state statutes, and Department policies and procedures. Additionally, to determine whether Collier MPO's invoices and expenses are in accordance with federal regulations, state statutes, and Agreement G2821. This engagement resulted in two positive findings and no recommendations.



AUDIT

Strategic Development (continued)

23I-012, River to Sea Transportation Planning Organization

The purpose of this engagement was to determine if River to Sea Transportation Planning Organization (TPO) has written accounting policies and financial management procedures that are in accordance with federal regulations, state statutes, and Department policies and procedures. Additionally, to determine whether River to Sea TPO invoices and expenses are in accordance with federal regulations, state statutes, and Grant Agreement G2798. This engagement resulted in two positive findings and no recommendations.



24I-005, Florida East Coast Railway 2022 Indirect Rates Review

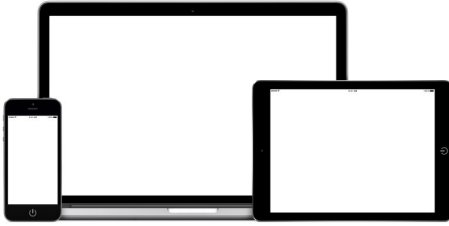
The purpose of this engagement was to determine whether FEC’s Calendar Year 2022 indirect rates are reasonable, allocable, and based on allowable costs; and supported by transparent and understandable records. We determined that the indirect rates submitted by FEC were reasonable, allowable, and adequately supported, and supporting records and procedures were transparent and readily understandable. We recommended the Department’s Freight and Rail Office review and approve FEC’s calendar year 2022 indirect cost rates for use in billing costs for railroad-highway projects and communicate this decision to the Federal Highway Administration.



AUDIT

Transportation Technology

23P-008, Device Sanitization Audit



The purpose of this engagement was to determine if Department -owned mobile devices, specifically smartphones and tablets, were managed in the Department's mobile device management solution to allow for remote wipe when lost or stolen, sanitized before dissemination, and disposal. Any audit findings and recommendations for corrective action related to this engagement are considered confidential and/or exempt from disclosure.

24P-004, Enterprise Cybersecurity Audit of Incident Response, Reporting, and Recovery

The purpose of this engagement was to evaluate agency controls and compliance with incident response, reporting, and recovery requirements contained in the Florida Cybersecurity Standards (Rules 60GG-2.001 through 60GG-2.006, F.A.C.). Any audit findings and recommendations for corrective action related to this engagement are considered confidential and/or exempt from disclosure.

24P-008, Disaster Recovery Consulting Services

Consulting services were provided that focused on the governance, risk, and controls for the shared disaster recovery of decentralized District office data and systems at the Department's State Materials Office (SMO) location in Gainesville, FL. A PowerPoint presentation was presented to Transportation Technology management which contained confidential information.



EXTERNAL AUDIT LIAISON

Section 20.055(2)(g), F.S. requires the Inspector General to “Ensure effective coordination and cooperation between the Auditor General, federal auditors, and other governmental bodies with a view toward avoiding duplication.” During the fiscal year, we participated in five (5) external projects, including:

Auditor General

The OIG coordinated, facilitated, and/or monitored inquiries related to:

Auditor General (AG). Coordinated, facilitated, and/or monitored inquiries related to:

- Annual Federal Awards Audits. The AG issued Report No. 2024-174, State of Florida - Compliance and Internal Controls Over Financial Reporting and Federal Awards, FYE 6/30/2023 in March 2024. The AG opened its FY 23-24 audit of Federal Awards in May 2024.
- Annual Audits of Financial Statements. The OIG provides secondary support to the Office of Comptroller to coordinate activities associated with AG’s annual audits of the Department’s financial statements, performed concurrently with the annual Federal Awards audits.

Carry forward:

- Triennial Operational Audits. The AG commenced planning activities for its 2023 operational audit in April 2023, concerning the audit period of July 2021 through March 2023. This audit is still active.

Office of Program Policy Analysis and Accountability

The OIG coordinated inquiries from the research arm of the Florida State Legislature for the following project, which is still ongoing:

- Permitting Systems Project. At the Legislature’s direction, OPPAGA is examining the review process for several permitting programs, including those implemented by FDOT.

Special Projects

FDOT Benchmarking Project. We conducted a nationwide benchmarking project of audit services within State Transportation Agencies.

FDOT Governance project. The OIG is reviewing the internal governance and oversight as well as external governance which affects and influences FDOT policies and procedures.

EXTERNAL AUDIT LIAISON

Significant Audit Recommendations

Section 20.055(8)(c), Florida Statute, requires the Inspector General to provide descriptions of:

- Recommendations for corrective action made during the reporting period with respect to significant problems, abuses, or deficiencies identified.
- Each significant recommendation described in previous annual reports on which corrective action has not been completed.

The Auditor General issued the 2023 Statewide Federal Awards Audit. The audit had six findings, with estimated completion dates of December 2024 (two findings), March 2024 (one finding), August 2024 (one finding), and December 2027 (two findings). Details have been omitted for corrective actions still underway. Three corrective actions remain open for significant recommendations reported in previous annual reports in accordance with Section 20.055(8)(c)(4) F.S.

Six-Month Status Updates

Section 20.055(6)(h), F.S. requires the Inspector General to update the Chief Inspector General (CIG) and Joint Legislative Audit Committee (JLAC) regarding the status of corrective actions taken six (6) months after the AG or OPPAGA have published a report. In addition, Section 20.055(2)(f), F.S. requires the Inspector General to continue providing status updates for corrective actions until each finding is resolved. The OIG issued the following updates during the fiscal year:

Status update report to the CIG and Secretary for six-months ended:

- December 31, 2023, for two (2) AG and thirteen (13) OIG outstanding findings.
- June 30, 2024, for eight (8) AG and eight (8) OIG outstanding findings.

Other External Audit Liaison Activities

The External Liaison delivered presentations at two training sessions hosted by The Institute of Internal Auditors, tailored to New Auditors and Audit Managers:

- New Auditors - Presented on the topic of Fieldwork, with 38 participants in attendance
- Audit Managers - Led a session on the Quality Assurance and Improvement Program (QAIP) with 52 participants in attendance.

INVESTIGATIONS

The Investigations Section's mission is to deter, detect, and investigate crimes or misconduct impacting the Department.

Duties and Responsibilities

The Investigations Section investigates Department employees, contractors, vendors, and/or the public who attempt to gain a benefit for which they are not entitled. The Investigations Section operates in accordance with the Association of Inspectors General *Principles and Standards for Offices of Inspector General*, accreditation standards established by the Florida Commission for Law Enforcement Accreditation, and works closely with law enforcement partners to accomplish its mission.

The Investigations Section's duties and responsibilities include:

- Receiving complaints and coordinating activities of the Department in accordance with the Whistle-blower's Act pursuant to Sections 112.3187-112.31895, Florida Statutes.
- Receiving and considering complaints that do not meet the criteria for an investigation under the Whistle-blower's Act and conducting, supervising, or coordinating such inquiries, investigations, or reviews as the Inspector General deems necessary.
- Reporting expeditiously to the Florida Department of Law Enforcement or other law enforcement agencies when the Inspector General has reasonable grounds to believe there has been a violation of criminal law.
- Conducting investigations and other inquiries free of actual or perceived impairment to the independence of the Inspector General or the Office of Inspector General, including freedom from interference with investigations, timely access to records, and other sources of information.
- Submitting final reports of investigations timely to the Department's Secretary.

INVESTIGATIONS

Investigation Products by Program Area

Engineering & Operations

152-23042, D5 - Action Labor of Florida - Altering of Action Labor Certifications (Falsification)

The OIG received correspondence wherein a complainant expressed concerns regarding workers with “altered flag certifications” working on Department projects. Specifically, the complainant advised the workers with “altered flagger [MOT] certifications” were sent to work for a Department contractor and reported other workers at the site were “under the influence of drugs and alcohol.” As part of this inquiry, the OIG reviewed applicable Department policies and procedures, FDOT MOT Basic Flagger Training certification cards, Employee Training Acknowledgement forms, as well as the Temporary Traffic Control training certificates for MOT supervisors on this project. Based on the records reviewed and the interviews conducted, the OIG did not find any indication of falsified and/or altered flagger certification records, or untrained/uncertified MOT workers being sent to a Department job site. Additionally, there is no indication that individuals under the influence of drugs and/or alcohol were allowed on the job site. Accordingly, this matter was **administratively closed**.

150-23044, D3 - T & T Civil Contractors, LLC (False Certifications)

The OIG received an anonymous complaint wherein the complainant alleged a prime contractor on a Department project was submitting false certifications. During this investigation, the OIG reviewed correspondence to include emails from subcontractors who provided accounts receivable information, as well as pertinent contract documents to include monthly Certifications, and Notices of Non-Payment. Additionally, the OIG reviewed applicable Florida Statutes, Florida Administrative Code, as well as Department policies and procedures to include Construction Project Administration Manual Chapter 6.1.6, and Standard Specifications for Road and Bridge Construction Subarticle 9-5.6 Certification of Payment to Subcontractors. Based on the records reviewed, the interviews conducted, and the contractor’s admission, this allegation was **proved** that the prime contractor submitted false certifications to the Department by not listing unpaid subcontractors.

152-24013, D4 - District Mgmt. Specialist - Acceptance of Vendor Raffle (Conflict of Interest)



The OIG received information from District management concerning a potential conflict of interest by a Department employee. Specifically, it was reported that while attending a conference on Department business, the employee won and accepted a prize in a raffle hosted by a vendor seeking business with the Department. Based on the records reviewed, and the employee’s admission, it was **proved** the employee accepted a prize (television) from a vendor seeking business with the Department.

INVESTIGATIONS

Engineering & Operations (continued)

150-23026, FTE - Florida Roadway & Signs - Misappropriation of Guardrail Inventory (Theft)



The OIG received correspondence from a complainant who expressed concerns regarding a possible misappropriation of steel guardrail construction materials purchased by a county agency and used on a Department project on Florida's Turnpike Enterprise (Turnpike). After reviewing the concerns expressed by the complainant, the OIG contacted the county agency and advised them of this matter, specifically the concerns that the guardrail purchased by the county may have been taken from their stockpile and placed on a Department project. In a subsequent conversation, the county's OIG informed the Department's OIG that the guardrail material had been replenished and they were not missing any materials for their project. Accordingly, the OIG determined no further action by our office was necessary regarding this allegation. Additionally, efforts were taken to ensure that the guardrail referenced in the complaint and placed on Department projects was certified. During this review, the OIG identified a lack of controls and adherence to Department Specification 967-1 Steel. The OIG provided details of these observations and recommendations in a Memorandum to Management.

150-23079, Automotive Equipment Technician - Misappropriation of Tire Inventory (Theft)

The OIG received information alleging a Department employee was taking tires from a maintenance yard stockpile for personal use. Based on the interviews conducted and records reviewed, it was proved the employee took tires from the maintenance yard for personal use. Additionally, it was discovered the employee used the Department's tax-exempt certification to order auto parts and tires for personal gain. The employee resigned their position with the Department.

152-23133, Senior Equipment Manager - Carrying a Concealed Weapon (Safety Rule Violation)

The Office of Inspector General (OIG) received allegations that an employee was carrying a firearm on Department property and showed the firearm to other employees at Department worksites. It was further alleged the employee was seen target shooting during work hours and transported a pistol in their backpack in a state vehicle. Based on the conflicting testimony provided in the interviews of staff and the subject, and the lack of physical evidence, it is inconclusive whether or not the employee carried a firearm in their backpack, showed the firearm to Department employees at Department worksites, and/or transported a firearm in a Department vehicle.

INVESTIGATIONS

Engineering & Operations (continued)

150-23060, FTE - Central-Morrison-Cobalt Joint Venture (False Certifications)

The OIG received information wherein a subcontractor expressed concerns regarding non-payment from a prime contractor on a Department project. During the investigation, the OIG conducted interviews with pertinent staff, and reviewed contract documentation, submitted Certification Disbursement of Previous Periodic Payment to Subcontractors (Certification) forms, Department pay estimates to the prime, the subcontractor’s submitted invoices, and payments to the subcontractor from the prime. Based on the interviews conducted and records reviewed, it was **proved** the prime contractor falsified Certification forms by not listing non-payment to the subcontractor on monthly submissions for February, March, April, and May of 2023.

150-24018, D4 & D6 - CTS Engineering (Bribery)



The OIG received an anonymous complaint alleging “unlawful activities of bribery” on the part of a consultant doing business with the Department. Specifically, the complainant alleged the consultant was bribing Department employees to secure Department contracts for their company. Based on the interviews conducted and the records reviewed, it was **disproved** that the consultant bribed, or attempted to bribe, Department employees.

152-24026, CO - Admin. Inspector – Misuse of Department Resources (Exploitation)

The OIG received information from management regarding allegations of misconduct by a Department employee. Specifically, the employee was alleged to have duplicated master keys without authorization and accessed their supervisor’s personnel files. Additionally, there were concerns that the employee accessed their supervisor’s computer without authorization and reset the security settings. Based on the interviews conducted and records reviewed, the allegations were **disproved**.



INVESTIGATIONS

Engineering & Operations (continued)

152-24027, D4 - Planning Specialist II – Misuse of Department-issued Cellular Phone (Harassment)



The OIG received correspondence alleging a Department employee was sending inappropriate emails and texts to a Department consultant. Based on the interviews conducted, records reviewed, and the employee’s admission, it was **proved** the employee sent inappropriate emails and text messages to a consultant doing business with the Department.

Additionally, the employee admitted they allowed their spouse to access their Department emails from their personal cell phone.

150-23083, D2 - ECS Florida, LLC - Material Testing Certifications (Quality Control) (Whistle-blower)

The OIG received a complaint which alleged an employee of a contracted company provided answers to a Construction Training Qualification Program (CTQP) testing for certifying Department contractors. The complainant alleged there were several fraudulently certified materials testers conducting materials testing on Department projects. Based on the review of records and interviews conducted, it was **inconclusive** if the certification examination answers were given to the testers. The OIG found that proctor supervision was not consistent during examinations and did not consistently require test takers to use an appropriate and secure location for certification examinations. The OIG provided recommendations as it pertains to the oversight of self-administered certification examinations.



150-23035, D4– Morrison-Cobalt Joint Venture (False Certifications)

The OIG received information that a prime contractor on a Department project was not disclosing subcontractor non-payments on their Certification Disbursement of Previous Periodic Payment to Subcontractors (Certification). Based on records reviewed and interviews conducted, it was **proved** the prime contractor falsified the Certifications submitted to the Department by not listing non-payment to subcontractors.

INVESTIGATIONS

Finance & Administration

150-23078, Passenger Operations Specialist - Concealed Audio Documenting (Recording without Consent)

The OIG received information wherein a Department employee reported workplace discrimination and retaliation by their supervisor. In an email correspondence to the Equal Opportunity Office (EOO), the employee provided a recording of their “official reprimand meeting.” The EOO expressed concerns the employee may have recorded the disciplinary meeting without the knowledge and consent of others present. Based on records reviewed and interviews conducted, it was **proved** the employee recorded a private conversation without the consent or knowledge of all parties present. The employee resigned their position with the Department.



152-23082, CO - OIT Finance Staff - Misuse of Purchase Card (Falsification)

The OIG received information alleging a Department employee violated purchasing and procurement policies. Based on the records reviewed and the interviews conducted, the OIG determined the employee violated procurement policies and procedures by splitting transaction purchases. Additionally, the OIG determined the employee fabricated a quote to make the transactions look more legitimate.

150-22102, D6 - Road Runner Striping Technologies, Inc. - Falsification of Department Staff Signature (Forgery)



The OIG received information from the Contracts Administration Office regarding a bid submitted to the Miami-Dade Expressway Authority (MDX) wherein a contractor presented a forged Certificate of Qualification (certificate) on behalf of a subcontractor they intended to use on the project. During this investigation, the OIG reviewed documents including bid solicitation requirements, Florida Statutes, and the Department’s Contractor Pre-Qualification (CPQ) system. The OIG also conducted interviews with pertinent Department and MDX staff, as well as staff from the contractor and subcontractor. In an interview with the OIG, the Vice President of the prime contractor admitted they created a Certificate of Qualification on Department letterhead regarding their subcontractor’s prequalification for pavement marking and submitted it to MDX in response to a bid solicitation, as such the allegations were **proved**.

INVESTIGATIONS

Strategic Development

152-23040, D2 - IQ Fiber (Bribery)

The OIG received correspondence wherein a Department employee reported to management a possible bribery attempt related to permits. Specifically, the employee reported what they perceived to be a bribery attempt by a subcontractor employee. According to the employee, the subcontractor placed an envelope on a truck tailgate which the employee refused. As part of this inquiry, the OIG interviewed the employee and the subcontractor. According to the subcontractor, if they had taken anything out of their pocket and offered it to the Department employee, it would have been their business card, not anything that “could have been interpreted as a bribe.” Based on conflicting statements regarding the events that occurred as well as the lack of evidence or witnesses, this inquiry was administratively closed.

Executive Offices

152-23108, FTE - Statewide Logistics Manager - Misuse of Department Resources (Exploitation)

The OIG received allegations that a Department employee was directing subordinates to perform work (moving furniture) after hours for their personally-owned real estate company and used a Department-owned storage unit to store personal property. The employee denied directing subordinates to move furniture after business hours; however, they did admit to requesting and utilizing consultant staff to assist with moving furniture for personal use during business hours. The employee acknowledged storing personal property in a Department-owned storage unit, including a truck, a boat, and a trailer.



152-23051, D5 – Survey Party Chief – Acquisition of Land Parcels (Conflict of Interest)

The OIG received information concerning a possible conflict of interest involving a parcel of land purchased by a Department employee. Specifically, the employee previously purchased property that is currently slated for acquisition by the Department for Right of Way. The OIG conducted a review of records, and interviewed the employee, who acknowledged the purchase of property; however, there was no indication the purchase was for the purpose of then having the parcel acquired by the Department. The OIG was unable to locate clear guidelines to address such occurrences and recommended further consideration be given to a review of policies and procedures that can address this specific issue, for future reference.

QUALITY ASSURANCE AND OPERATIONS SUPPORT

The mission of the Quality Assurance and Operations Support Section (QAOS) is to ensure quality audit and investigative products that fully comply with all professional and office standards and support the operations of the Office of Inspector General.

The QAOS section’s duties and responsibilities are to:

- Ensure OIG policies and procedures are current and designed to conform with professional auditing standards;
- Perform internal assessments in accordance with professional auditing and investigative standards and OIG procedures, such as report reviews and quality assurance reviews of audit working papers;
- Conduct an annual risk assessment, and develop the annual audit work plan, in coordination with the Director of Audit;
- Prepare the annual report;
- Maintain daily operational functions including human resources, facilities management, travel, and inventory;
- Plan and maintain the OIG’s budget and segregate duties for Purchasing Card (P-card) transactions and approval;
- Maintain the OIG’s information technology infrastructure, such as SharePoint and Internet sites;
- Monitor staff training requirements and completion dates in compliance with professional standards and review training reports monthly;
- Maintain OIG awareness and communication tools (brochures, presentations, surveys, trainings, etc.); and
- Administer and maintain TeamMate, the OIG’s Audit project management software.

Total Audit Workpaper Quality Assurance Reviews: 29

Review of Audit Products: 24

Review of Investigations Products: 16

Total Number of Reviews for all Products: 40

QUALITY ASSURANCE AND OPERATIONS SUPPORT

DeGreta Corbin's Retirement

After more than 38 years of dedicated service to the State of Florida, including 10 years with the Office of Inspector General, Mrs. DeGreta Corbin retired from her role as Quality Assurance and Operations Support Manager in March 2024. Since joining the OIG in January 2014, DeGreta has been a key leader in our office, drawing from her extensive experience across various industries such as banking, healthcare, IT, and state administration. She has led a diverse team, handling everything from personnel actions to strategic planning, ensuring our operations ran smoothly and efficiently. Her meticulous oversight of office functions, including managing our \$3 million+ budget, producing 10 annual reports, and guiding us through 3 accreditation assessments and 3 peer reviews, has been truly invaluable.

In 2019, DeGreta was recognized as the Department's Female Role Model of the Year, nominated by her colleagues who praised her as a thoughtful, quiet leader who leads by example. They described her as someone who inspires confidence, provides sound guidance, and is always willing to help others grow. Her commitment to doing what's right, even when it's not easy, made her a trusted advisor to many in our office. Whether navigating complex challenges or simply lending a listening ear, DeGreta consistently demonstrated the qualities of a true role model, earning the respect and admiration of everyone around her.

DeGreta's impact on our office is immeasurable. She has been the steady hand keeping our operations on track and the go-to person for just about everything. Her leadership, dedication, and willingness to go above and beyond have left a lasting mark on our team. We are incredibly grateful for her years of service, and while she will be missed, her legacy will continue to guide us for years to come.



Quality Assurance and Operations support team.

Heather Shepard, Kathy Rush, DeGreta Corbin, Heather Strickland, and Tammekia Watts



OIG group picture

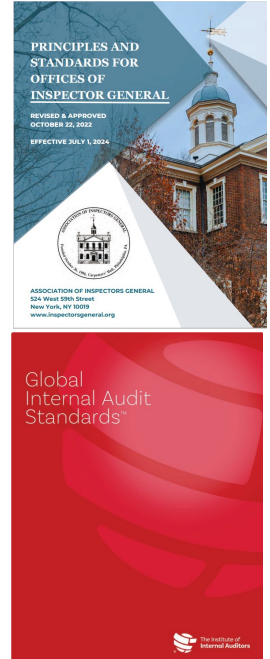
QUALITY ASSURANCE AND OPERATIONS SUPPORT

New Standards

In January 2024, the Global Internal Audit Standards underwent a significant update, with full implementation required by January 2025. This update brings important changes to the way internal audits are conducted, particularly in areas such as quality assurance, independence, and coordination.

The Principles and Standards for Offices of Inspector General, published by the Association of Inspectors General, were updated and took effect on July 1, 2024. These updated standards are designed to enhance the effectiveness, accountability, and professionalism of Offices of Inspectors General nationwide.

Recognizing the impact of these changes, our Quality Assurance and Operations Support (QAOS) team has been diligently reviewing and updating all OIG documents to ensure compliance. This has been a major undertaking due to the scope of the updates, but the team's efforts will ensure that we continue to meet the highest professional standards.



Chief Inspector General Website

The QAOS Section, Operations and Management Consultant I, was tasked with refreshing the Florida Chief Inspectors General’s website and Whistle-blower’s Hotline image. This project provided significant benefits to the OIG and the broader OIG community within the State of Florida. The new website is a modern, user-friendly platform that has streamlined access to important information and resources, improving efficiency for both internal staff and the public. This ease of access has reduced the time and effort required to find information, thereby increasing productivity.

Whistle-blower’s Hotline

State Employees should contact the *Whistle-blower’s Hotline* to report:

- Violations of law, rule, or regulation that create and present a substantial and specific danger to the public’s health, safety, or welfare;
- Gross Mismanagement;
- Gross Waste of Funds; or,
- Gross Neglect of Duty

Whistle-blower’s Hotline
Post Office Box 151
Tallahassee, Florida 32302

(800) 543-5353 Toll Free (850) 922-1060 In Tallahassee

You can also submit a complaint online by completing the *Whistle-blower Complaint Form* on the Chief Inspector General’s website.

Enhancing Public Trust in Government

Classification Modernization Project for OIG

The Florida Department of Management Services (DMS) is modernizing its job classification system, to enhance efficiency across state agencies. This overhaul aims to update the 20-year-old system by organizing data from various job descriptions, making the process faster and reducing manual labor. The QAOS section completed the analysis for the OIG and issued our recommendation to DMS.

TRAINING, CERTIFICATIONS, AND AFFILIATIONS

Professional standards require the OIG’s staff to be proficient, competent, as well as collectively possess and apply knowledge, skills, and experience when performing audit and investigative work. Additionally, auditors and investigators should complete Continuing Professional Education (CPE) courses related to their primary responsibilities.

Our auditors adhere to the *Government Auditing Standards* for completing 80 CPE hours in a 2-year period with 24 of those hours being related to government auditing.

Our investigators adhere to the *Principles and Standards for Offices of Inspector General* for completing 40 CPE hours in a 2-year period with 12 of those hours being related to investigations.

The Quality Assurance and Operations Support Section provides oversight of the training program to ensure staff meet the CPE requirements and completed courses are documented adequately. OIG internal Procedure No. 450-a10-008, Training and Professional Development, has guidance on how to identify levels of expertise for meeting organizational requirements. The training program is evaluated regularly to ensure staff needs are being met, ensure the best training sources are used, and maintain an adequate training fund.



Certifications	No. People
CFE - Certified Fraud Examiner	5
CGAP - Certified Government Auditing Professional	1
CIA - Certified Internal Auditor	4
CIG - Certified Inspector General	3
CIGA - Certified Inspector General Auditor	9
CIGI - Certified Inspector General Investigator	8
CISA - Certified Information Systems Auditor	5
CPM - Certified Public Manager	10
FCCM - Florida Certified Contract Manager	8
ITIL - Information Technology Infrastructure Library	1
NP - Notary Public	10

OIG STAFF ACCOMPLISHMENTS

Employee of the Quarter Winners



Thank you for being bold, innovative, and/or inspirational, providing a tangible or intangible benefit, and serving as an example, which encourages others.

David Smith, Gerald Hannah, Paul Lowery, and Heather Shepard

Management Academy Graduates



Management Academy builds on the foundation presented in the Supervisors Academy and focuses on managing teams and/or projects. Some of the topics covered in this program include teamwork, communication and listening skills, the Department's business model, recognition, budget and rate, management styles, emotional intelligence, conflict management, generational issues, and working with elected officials and staff.

Jovon Merritt and Ryan Moore

OIG STAFF ACCOMPLISHMENTS

OIG Mentoring Program

In May 2021, the OIG launched its mentoring program, designed to help staff develop key skills that are crucial to both their current roles and future career growth. The cohort for FY 2023-24 had seven mentor-mentee pairs. Each mentoring pair works closely to set goals and track progress, creating a personalized development experience.

The program not only benefits the mentees, who receive tailored guidance, but also the mentors, who gain the satisfaction of passing on their knowledge and shaping the next generation of leaders. It's a unique opportunity for both parties to learn from one another and grow together in a supportive environment.

With a strong emphasis on personal and professional development, the OIG mentoring program is paving the way for well-rounded and confident professionals.



Back Row: Heather Shepard, Joseph Gilboy, Christina Walker, Larry Burns, Kathy Rush, Heather Strickland, and Paul Lowery.

Front Row: Keisha Larkin, Kim Likens, Melinda Coleman, Jessica Mobley, and Cory Barker.

OIG STAFF ACCOMPLISHMENTS

The Certified Public Manager (CPM) program is a nationally recognized program for training and developing public managers and supervisors. It is currently offered in 38 states and by the federal government. The primary goals are to professionalize public management and improve organizational efficiency and effectiveness. This past year, Barbara Walton-Brown and Misha Jordan received their certifications.

Certified Public Manager Graduates



Barbara Brown-Walton and Misha Jordan

The Association of Inspectors General is a professional, non-profit organization that supports and advances the professionalism and integrity of Inspectors General offices. The Association serves as a civic, educational, charitable, and benevolent organization for the exchange of ideas, information, education, knowledge, and training among municipal, local, state, national, and international Inspectors General.

Certified Inspector General Auditor Graduate



Christina Walker



OIG STAFF ACCOMPLISHMENTS

The OIG gave support during Work Zone Awareness Week by wearing **orange** for **Go Orange Day!**

A work zone involves workers, vehicles, trucks, and equipment that can necessitate lane closures, detours, and moving equipment, and can last from a few days to several years. While work zone fatalities make up approximately three percent of overall fatalities and two percent of serious injuries, the safe and efficient flow of traffic through work zones is an ongoing priority for Florida's transportation and traffic safety partners.



OIG STAFF ACCOMPLISHMENTS

FDOT Career Expo

On November 1, 2023, the OIG participated in the FDOT Career Expo, where job seekers had the opportunity to learn more about the dynamic roles within the OIG. Ten of our staff members, including both audit and investigative professionals, were on hand throughout the day to engage with attendees, offering valuable insights into the work we do, the mission of our office, and the broader OIG community.

Throughout the day, prospective employees visited our booth, eager to hear about the important responsibilities our office holds in ensuring accountability, integrity, and transparency within the Florida Department of Transportation. Our team shared details about various career opportunities, the unique work environment we foster, and how they can become part of the OIG team committed to public service.

The FDOT Career Expo provided a meaningful platform for us to connect with future talent and showcase the impact of our work in maintaining ethical practices and improving operational efficiency.



Welcome to the FDOT Career Expo



ACCOUNTABILITY HOTLINE

Report Fraud, Waste, Abuse,
Misconduct, or Mismanagement.



Someone is using
Department property or
people for personal gain.



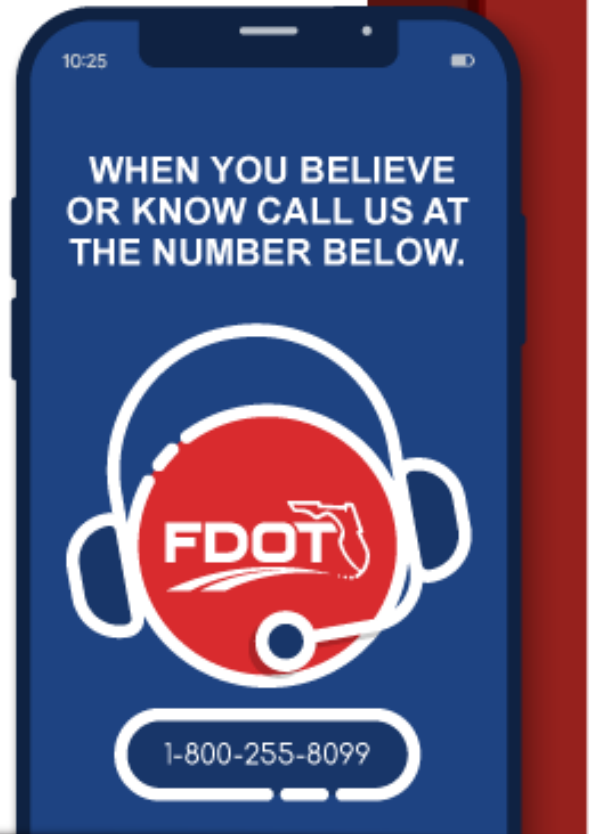
Someone is intentionally
misleading the Department
for financial gain.



Someone is receiving
a benefit to
"look the other way."



Someone is committing
other types of fraud,
waste, abuse, misconduct,
or mismanagement.



Office of Inspector General

Accountability | Integrity | Efficiency

visit <https://www.fdot.gov/ig> for more information.