MEMORANDUM

DATE: May 29, 2008

TO: Charles H. Bronson
Commissioner

FROM: Joseph R. Martelli
Inspector General


As part of the Office of Inspector General’s follow-up activities to the Auditor General’s audit of Concealed Weapons Licensing for the period March 1, 2005, through February 28, 2007, the status of the findings and recommendations is described in the enclosed report.

If you have any questions, please call me or Gary Braddock, Director of Auditing, at 245-1360.

JRM/nh
Enclosure

cc: Terry L. Rhodes, Assistant Commissioner
Buddy Bevis, Director of Licensing
David McInnes, Legislative Affairs Director
Representative Carl Domino, Chair, Legislative Auditing Committee
David W. Martin, Auditor General
Office of Inspector General

Follow Up Audit Report

May 23, 2008

Auditor General Report No. 2008-054
Concealed Weapons Licensing
Department Operational Audit

AT A GLANCE

This audit dated December 2007 by the Auditor General presented four findings and recommendations regarding the Department’s Concealed Weapons Licensing Program.

<table>
<thead>
<tr>
<th>FINDINGS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Data Accuracy</td>
<td>Satisfied</td>
</tr>
<tr>
<td>2. Timeliness of Initiating Administrative Actions</td>
<td>Satisfied</td>
</tr>
<tr>
<td>3. Process Enhancements</td>
<td>Satisfied</td>
</tr>
<tr>
<td>4. Warrant Information</td>
<td>Closed</td>
</tr>
</tbody>
</table>

FINDINGS DETAIL

Finding No. 1: Data Accuracy
For fiscal years 2005-06 and 2006-07, the Department’s legislatively-approved performance measures and standards required that 90 percent of license revocations or suspensions be initiated within 20 days after receipt of disqualifying information. Audit tests disclosed that Department staff did not accurately record the date upon which reports of disqualifying events or conditions were received.

Recommendations: To improve the reliability of Department data related to the timeliness of concealed weapons and firearm license suspensions and revocations, match report dates should be accurately recorded. Department management should also periodically monitor staff compliance with Department procedures requiring the accurate recording of the date match reports are received.

STATUS: Satisfied
The match report was reformatted to improve the accuracy of recording the date on which the match report was received. Division management has implemented procedures to periodically verify staff compliance with procedures requiring the accurate recording of the date match reports are received.

Finding No. 2: Timeliness of Initiating Administrative Actions
Upon receipt of information concerning disqualifying events and conditions, the Department did not always timely initiate administrative actions to suspend, revoke, or deny licenses. Additionally, we noted that the Department did not always timely initiate application suspensions.

Recommendations: To promote the efficient handling of license application suspensions and ensure that concealed weapons or firearms licenses are not issued to and held by unqualified persons, we recommend the Department increase its efforts to initiate administrative actions within 20 days of the receipt of disqualifying information.

STATUS: Satisfied
Prioritization of Division activities has improved efforts to initiate administrative activities within 20 days of the receipt of disqualifying information.

(continued on reverse)
### Finding No. 3: Process Enhancements
The Department sometimes sent unnecessary correspondence to concealed weapon and firearm licensees and error or omission letters which did not properly reflect actual deficiencies in the applications received.

**Recommendation:** We recommend the Department review the instances cited above and consider whether processing enhancements, including the implementation of service of process guidelines, may be appropriate.

**STATUS:** Satisfied
The Division has formalized service of process guidelines to provide an acceptable level of due diligence on the part of Division staff when processing licensure actions.

### Finding No. 4: Warrant Information
The Department, in consultation with FDLE, should consider developing a methodology that would allow the efficient use of outstanding warrant information to identify licensees and applicants who are awaiting disposition of formal charges relating to a disqualifying crime. To fully evaluate the cost-effectiveness of the use of warrant information, the Department should initially approach using the information through a pilot project.

**Recommendation:** The Department, in consultation with FDLE, should consider developing a methodology that would allow the efficient use of outstanding warrant information to identify licensees and applicants who are awaiting disposition of formal charges relating to a disqualifying crime. To fully evaluate the cost-effectiveness of the use of warrant information, the Department should initially approach using the information through a pilot project.

**STATUS:** Closed
The Department will continue to use current methods for obtaining information concerning disqualifying events or conditions as there is no indication that the use of outstanding warrant information will yield better results or more efficient processing.