

Terry L. Rhodes
Executive Director

2900 Apalachee Parkway
Tallahassee, Florida 32399-0500
www.flhsmv.gov



Rick Scott
Governor

Pam Bondi
Attorney General

Jeff Atwater
Chief Financial Officer

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June 30, 2017

Ms. Terry L. Rhodes
Executive Director
Department of Highway Safety and Motor Vehicles
2900 Apalachee Parkway B443
Tallahassee, Florida 32399-0500

Re: Auditor General Report No. 2017-088
Department of Highway Safety Operational Audit- Commercial Driver's License
Program and Prior Audit Follow-up

Dear Ms. Rhodes:

In accordance with Section 20.055(5)(h), Florida Statutes, we are providing an assessment of the implementation or current status of the recommendations in the Auditor General's Report No. 2017-088.

If you need additional information, please contact me at 617-3104.

Sincerely,

A handwritten signature in blue ink that reads "Julie M. Leftheris".

Julie M. Leftheris
Inspector General

cc: Ms. Kathy Dubose, Coordinator, Joint Legislative Auditing Committee

Florida Department of Highway Safety and Motor Vehicles
Office of Inspector General

Source of Audit: Auditor General
Report Number: 2017-088
Report Title: Department of Highway Safety Operational Report

Finding No. 1: Commercial Driver's License Program

Department controls for monitoring the third-party administrators and skills testers responsible for conducting commercial driver's license examinations need enhancement to ensure monitoring activities are timely conducted and appropriately documented.

Recommendation: We recommend that Department management enhance the CDL Manual to provide specific instructions for completing inspection checklists. We also recommend that Department management strengthen procedures to ensure that Third Party Administrators (TPA) and skills testers monitoring is timely conducted in accordance with State law and Federal regulations and the results of all monitoring activities, including follow-up on deficiencies noted are adequately documented.

Initial Response: With respect to Department processes and procedures, the Department has revised the Manual for CDL and Third Party Testing Compliance Officers (CDL Manual) to include specific instructions for completing all forms used by the CDL Compliance unit. Updates to the CDL Manual have been ongoing since September 2016, and will be completed by December 31, 2016.

The Department concurs with the finding that the Department did not always inspect TPAs annually as required by state statute. It should be noted that Florida law is more stringent than federal regulations which require biannual inspections. Annual facility inspections were previously deemed to be compliant if the inspection was completed within the same month as the previous year's inspection. To avoid confusion our procedure has been revised to require facility inspections to be completed within 365 days of the previous inspection. Compliance with this change will be monitored by Bureau management.

Section 322.56(4), F.S., requires the Department to test, at least annually, a random sample of the drivers approved by the third party for licensure. The Department participates in scheduled and random testing of drivers, while in the vehicle with the skill tester, in a process referred to as "co-scoring." The Department's policy is to co-score with every tester annually and will ensure that its records evidence these dates. The Department monitors testing before the license is issued to minimize the risk of fraud and ensure public safety.

As part of our ongoing efforts to improve the effectiveness of the CDL program, the Department continues to fill vacancies within this unit and has implemented a more robust monitoring procedure by management to ensure that all TPA's and testers are properly monitored in accordance with state law and federal regulations.

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Six month Response: The Bureau of Commercial Vehicle and Driver Services updated the CDL manual to include specific instructions for completing all forms used by the CDL Compliance Unit, and modified the Compliance Officer Manual to require inspections of each TPA facility within 365 days of previous inspection. These updated documents were provided to Compliance Officers at a state-wide meeting in March 2017.

The Bureau of Commercial Vehicle and Driver Services uses an access database to track audits and co-score inspections to ensure monitoring is timely conducted. Although the Bureau of Commercial Vehicle and Driver Services has made significant improvements in timely monitoring TPA sites and Third Party Testers, it has not reached full compliance with the annual monitoring requirements.

Status: Open

Finding No. 2: Verification of IFTA through IFTA Clearinghouse

As similarly noted in our report No. 2014-107, Department records did not always evidence that the status of applicants for International Fuel Tax Agreement licenses had been verified through the IFTA Clearinghouse prior to issuing IFTA licenses

Recommendation: We recommend that Department management ensure that, prior to issuing an IFTA license, Department records evidence verification of the applicant's IFTA license status in other jurisdictions through the IFTA Clearinghouse.

Initial Response: We concur. Department management confirms that the IFTA clearinghouse verification has been documented by running daily reports of all newly established IFTA accounts and using designated staff to look for a specific notation that indicates the IFTA clearinghouse was checked.

Six month Response: The internal procedure for examining IFTA applications was revised effective March 21, 2016, to more thoroughly address the roles involved in checking the IFTA clearinghouse database and verification process itself. After implementing the revised procedures, the Bureau ran daily reports of all newly established IFTA accounts and used designated staff to look for the specific notation that a supervisor or Revenue Specialist II is supposed to make on the application. Additionally, the IFTA application has been revised, and a new text box on the upper right hand corner of the document was added to provide a specific space to notate that the IFTA clearinghouse was checked.

Status: Closed

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Finding No. 3: Florida Real Time Vehicle Information System (FRVIS) or the Florida Accounting Information Resource Subsystem (FLAIR) User Access Privileges

The Department did not always timely deactivate user access privileges to FRVIS or FLAIR upon a user's separation from Department employment. A similar finding was discussed with Department management in connection with our report No. 2014-107.

Recommendation: To minimize the risk of compromising Department data and IT resources, we recommend that Department management strengthen procedures for timely notifying personnel responsible for deactivating IT access privileges and ensure that all IT access privileges are deactivated immediately upon a user's separation from Department employment.

Initial Response: The Department recognizes the importance of strengthening procedures for timely notifying personnel responsible for deactivating IT access privileges immediately upon a user's separation from Department employment. FLAIR access controls were strengthened during the audit period to maximize the risk of compromising data and IT resources. In April 2016, the Department initiated a quarterly review of all users which requires the user's supervisor to verify and certify that access to FLAIR is still required for the employee. Additionally, a bi-annual review is completed to ensure all Department FLAIR users are current Department employees. The Department also continues to suspend FRVIS users that do not access the system for 90 days and has instituted a new notification process directly to our FRVIS system access area, upon a member's separation from the Department.

Six month Response: Monthly, the Department suspends Department users and tax collector staff who have not accessed FRVIS in 90 days. In addition, the Bureau of Motorist Services Support began receiving separation notifications from the Bureau of Personnel when a member leaves the Department. Separation information is sent to the supervisor and the system access group to ensure Department members with FRVIS access are removed from the system upon separation. Additionally, the Department works with tax collectors to verify and certify that access is still required for employees.

Quarterly, the Bureau of Accounting provides a report to the supervisors of each FLAIR user. Supervisors are asked to certify their employees' access. Additionally, the Bureau of Accounting reviews and compares current FLAIR users to active Department members twice each year. FLAIR access is terminated for members that are no longer employees. The Bureau of Accounting also receives separation notifications from the Bureau of Personnel to ensure Department members with FLAIR access are removed from the system upon separation.

Status: Closed

Finding No. 4: FRVIS User Authentication and Cashier Receipts System

Certain security controls related to user authentication for FRVIS and the Cashier Receipts System need improvement to better protect the confidentiality, integrity, and availability of Department data and information technology resources. A similar finding was noted in our report No. 2014-107.

Recommendation: We again recommend that Department management strengthen security controls related to FRVIS and CRS user authentication to ensure the continued confidentiality, integrity, and availability of Department data and related IT resources.

Initial Response: The Department recognizes integrity, confidentiality, and availability of the Department's data and IT resources as a key responsibility in maintaining automated systems. In response to audit inquiry, an update to the CRS was deployed in August 2016. This update strengthened security controls relating to user authentication to ensure the continued confidentiality, integrity, and availability of Department data and related IT resources. The Department is also enhancing FRVIS security controls related to user authentication. Enhancements to FRVIS will be completed and downloaded to a group of Department FRVIS users for pilot testing on December 28, 2016 and a group of FRVIS field offices on January 12, 2017. Statewide deployment will take place on January 26, 2017.

Six month Response: The CRS and FRVIS systems user authentication controls were strengthened via system updates that deployed in August 2016 and February 2017.

Status: Closed