

Ken Burke, CPA


CLERK OF THE CIRCUIT COURT AND COMPTROLLER
PINELLAS COUNTY, FLORIDA

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Recorder of Deeds
Clerk and Accountant of the Board of County Commissioners
Custodian of County Funds
County Auditor

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REPORT NO. 2015-26

TO: Connie Daniels, Director, Clerk's Court and Operational Services
Vanessa Pinckney, Manager, Clerk's Tyrone Branch Office

FROM: Hector Collazo Jr.
Inspector General/Chief Audit Executive 

DIST: Ken Burke, CPA, Clerk of the Circuit Court and Comptroller

SUBJECT: Investigative Review of the Clerk of the Circuit Court and Comptroller's
Tyrone Branch Office Marriage License Control

DATE: July 21, 2015

The Division of Inspector General's Public Integrity Unit (PIU) received allegations of Fraud, Waste, and Abuse. We investigated the following allegations related to the marriage license control at the Clerk of the Circuit Court and Comptroller's (Clerk) Tyrone Branch Office.

The complainant alleges that:

1. Clerk Employee(s) or an undetermined third party used marriage license and credit card information submitted by the complainant to commit credit card fraud.
2. The Clerk's Tyrone Branch Office did not adequately protect the marriage license and credit card information given by the complainant to the Clerk's Office.

The complainant did not provide documentation to assist with the investigation.

To determine whether the allegations were substantiated, we reviewed policies, procedures, and any other records deemed appropriate. We also conducted interviews of staff and other parties, as needed. Our investigation was performed according to the *Principles and Standards for Offices of Inspector General* and *The Florida Inspectors*



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General Standards Manual from The Commission for Florida Law Enforcement Accreditation.

The Division of Inspector General investigation of the allegations has determined that the allegations noted above were:

1. **Unsubstantiated.** The marriage license application and credit card transactions are not linked (the information is not shared) to each other in the Clerk's systems of record. The marriage license application information is maintained in a secured application (OnCore) and the record has no information on the fee payment. The credit card transaction is processed through a third party (MyFlorida) and the card number is not maintained in the Clerk's system records.
2. **Unsubstantiated.** The clerk at the counter/window inputs the paper marriage license application filled out by the customer into the Clerk's OnCore application as the customer waits. The paper document is then returned to the customer. As stated above, the marriage license information is only accessible by authorized Clerk's personnel from the Clerk's OnCore application. Credit card information is processed by a third party and is not accessible by Clerk's personnel or the public. The paper receipt for the credit card transaction signed by the customer does not contain the credit card number.

We want to thank the Clerk's Tyrone Branch Office management for their assistance and cooperation during this investigation.