

**AN AUDIT OF:**

# **Security Guard Services Contract**

**COUNTY AUDIT DEPARTMENT**

**REPORT #435**

**7/14/2025**



**VICTOR D. CRIST**

CLERK OF CIRCUIT COURT & COMPTROLLER  
HILLSBOROUGH COUNTY, FL

**EXCELLENCE IN SERVICE!**





# VICTOR D. CRIST

CLERK OF CIRCUIT COURT & COMPTROLLER  
HILLSBOROUGH COUNTY, FL

The Honorable Ken Hagan, Chair  
The Honorable Chris Boles  
The Honorable Donna Cameron Cepeda  
The Honorable Harry Cohen  
The Honorable Christine Miller  
The Honorable Gwen Myers  
The Honorable Joshua Wostal

July 14, 2025

Dear Commissioners:

The Audit Team conducted an audit of the Security Guard Services Contract (**Audit Report #435, dated July 14, 2025**). Responses to the Audit Team's recommendations were received from the Director of the Facilities Management and Real Estate Services Department (Facilities Management) and have been included in the Report after each audit comment and recommendation.

The purpose of this Report is to furnish management with an independent, objective analysis, and information concerning the activities reviewed. It is not an appraisal or rating of management.

Although the Audit Team exercised due professional care in the performance of this audit, this should not be construed to mean that unreported noncompliance or irregularities do not exist. The deterrence of fraud and/or employee abuse is the responsibility of management. Audit procedures alone, even when carried out with professional care, do not guarantee that fraud or abuse will be detected.

I appreciate this opportunity to be of service to the Board of County Commissioners. I am happy to address any questions that you may have or furnish additional information if desired.

Sincerely,

*Heidi Pinner*

Heidi Pinner, CIA CISA CFE CRMA  
Chief Audit Executive, Clerk of Court & Comptroller

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**TABLE OF CONTENTS**

<b>EXECUTIVE SUMMARY .....</b>	<b>2</b>
BACKGROUND INFORMATION.....	2
OBJECTIVE.....	2
SCOPE.....	2
OVERALL EVALUATION .....	2
OPINION.....	3
AUDITED BY .....	3
<b>AUDIT COMMENT 1: INVOICING AND PAYMENTS .....</b>	<b>4</b>
<b>AUDIT COMMENT 2: CONTRACT MANAGEMENT .....</b>	<b>7</b>
<b>AUDIT COMMENT 3: SITE VISIT VERIFICATION TESTING.....</b>	<b>17</b>

## EXECUTIVE SUMMARY

### BACKGROUND INFORMATION

On August 18, 2021, the Hillsborough County Board of County Commissioners (BOCC) awarded a three year contract totaling \$7,359,000.00 to bidder Martinez and Company, Inc. (MartinezCo) to provide the County with on-going and as needed security guard services. On September 4, 2024, the BOCC approved a contract modification which extended the Contract by one (1) additional year from September 2024, to September 2025, added a Termination for Convenience clause and increased all contract line items by ten percent (10%). The contract's primary function is to ensure the safety of the community and employees in the buildings (or designated areas) that they protect.

### OBJECTIVE

The objective of the audit is to determine whether or not there are effective controls to manage Hillsborough County's security guard services contract. This includes contract compliance, invoicing & payments, utilization management, and consistent practices.

### SCOPE

The audit was conducted in accordance with the Global Internal Audit Standards. These standards requires that County Audit plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for the audit comments and conclusions based on the audit objectives. County Audit believes that the evidence obtained provides a reasonable basis for the audit comments and conclusions based on the audit objectives.

The Audit Team conducted observations, interviews, and reviewed supporting documents related to the County's security guard services contract as of March 2025. Tests were performed in order to determine whether or not invoices were accurate & paid timely, proper approvals were obtained, adequate contract management is being performed, and surveying other counties for best practices. Specific testing date ranges are detailed in the applicable Audit Comments.

### OVERALL EVALUATION

#### PROCESS STRENGTHS AND SUCCESSES

- There is an effective process in place to review and approve invoices before payment.
- There are designated County employees that are responsible for reviewing invoices prior to payment(s) being made.
- Contractual requirements appear to be in-line with best practices based on observations made from municipalities similar in size to Hillsborough County.
- County Staff rated security guard services highly.

**CONTROL IMPROVEMENT OPPORTUNITIES/RISKS**

Opportunities exist to improve the contract monitoring controls in several areas including:

- Verification of Class D and G licensing for actively employed security guards.
- Ensuring cardiopulmonary resuscitation (CPR), first aid, and automated external defibrillator (AED) certification requirements are met for actively employed security guards.
- Performing annual background checks on actively employed security guards.
- Ensuring County issued ID badges are issued and revoked appropriately to active employed and formerly employed security guards.
- Ensuring security guards are completing a daily activity report (DAR) and reporting to management any malfunctioning near-field communication (NFC) tags.

Full testing results are included and start on page 5 of this Report.

**OPINION****Control Maturity Levels**

The overall control environment relative to the management of the County's Security Guard Services Contract is at a repeatable maturity level. This means that contract management controls are somewhat defined but have some gaps that if addressed, would strengthen the overall management of the contract.

Risks related to financial loss appear to be well mitigated, controls could be improved to further mitigate the risks of vendor non-performance, contract non-compliance, public safety and physical security.

The exit conference was held with Hillsborough County's Facilities Management and Real Estate Services Department on July 7, 2025. Other minor concerns not included in this Report were communicated to management and/or corrected during fieldwork.

**AUDITED BY**

Heidi Pinner, CIA, CISA, CFE, CRMA, Chief Audit Executive  
 Ben Everett, CPA, CIA, CFE, CISA, Audit Manager  
 Shane Sandie, Internal Auditor

**AUDIT COMMENT 1: INVOICING AND PAYMENTS**

**40 INVOICES  
REVIEWED  
NO EXCEPTIONS  
IDENTIFIED**

**ADEQUATE  
APPROVALS WERE  
IDENTIFIED FOR  
EACH INVOICE  
TESTED**

**ALL CPI INCREASES  
FOR MARTINEZCO  
TESTED  
NO EXCEPTIONS  
IDENTIFIED**

**ASSOCIATED RISK**

***FINANCIAL LOSS***

**Effective controls are in place to review and approve MartinezCo invoices and mitigate the risk of financial loss.**

The objective was to determine whether or not:

- Consumer Price Index (CPI) increases have been adjusted accurately throughout the contract.
- Controls over the invoice processing and payments made to the vendor are working effectively.
- The invoice line items and total calculations are correct.
- Invoices are being paid accurately, proper approvals were obtained, and payments were made timely based on the Florida Prompt Payment Act.

**Background**

Several pay rates are established in the contract for the guard services provided by MartinezCo. These include:

- Armed Security Guard (most commonly used)
- Unarmed Security Guard
- Armed/Unarmed Security Guard Disaster Pay
- Armed/Unarmed Security Guard Emergency Pay.

Disaster pay rates are for events such as hurricanes, disasters, pandemics, and/or other declared State, County, or local emergencies. The emergency pay rate is utilized when circumstances warrant the need for increased security levels.

Each year, MartinezCo has the option to request a Consumer Price Index (CPI) increase. The CPI is based on a pre-determined formula which incorporates annual federal government data that varies by industry. The purpose of a CPI increase request is to provide for inflation and vendors' increased operating costs. The purpose for municipalities to proactively approve these requests is to retain reliable vendors as well as ensure they are being paid fairly.





The County receives invoices from MartinezCo weekly for each of the 25 locations guarded as well as for a guard supervisor resulting in an average of 26 invoices weekly. Additional invoices may be needed based on ongoing County needs. Some locations are billed to Facilities Management; however, departments such as Library Services, Public Utilities, and Conservation & Environmental Lands Management (CELM) are billed directly. The weekly MartinezCo invoices include the location, type of guard services provided, days/hours worked, pay rate, and the invoice total. There are designated County employees who must approve the invoice prior to payment being made.

## TEST PROCEDURE

### Consumer Price Index (CPI) Increase Testing

The Audit Team obtained and reviewed two (2) CPI increases and one (1) contract modification adjustment that has occurred since the start of the MartinezCo contract. The increases and adjustment were recalculated by the Audit Team based on the U.S. Bureau of Labor Statistics data to determine whether or not the rates were accurate.

### Invoice Testing

The Audit Team also reviewed MartinezCo invoices from September 2021 through December 2024. Ten (10) invoices from each year of the contract were judgmentally selected for a total of forty (40) invoices. Each invoice was reviewed and tested to determine whether or not it had been paid accurately, properly approved, and if payments were made timely based on the Prompt Payment Act.

## TESTING RESULTS

### **Consumer Price Index (CPI) Increase Testing**



The two (2) CPI increases (2022 & 2023) and the one (1) contract modification (2024) to the line item rates for MartinezCo were recalculated and confirmed as accurate by the Audit Team using the contract formula and CPI index data from the U.S. Bureau of Labor Statistics.

The following chart shows the historical changes to the hourly rates paid to MartinezCo based on the CPI adjustments and contract modification.

Line Item(s)	Starting Rate 2021	CPI 2022 Increase	CPI 2023 Increase	2024 Contract Mod	Current Hourly Rate
Basic Service - Armed	\$23.36	\$24.76	\$25.48	×10%	\$28.03
Basic Services - Unarmed	\$19.46	\$20.63	\$21.23	×10%	\$23.35
Basic Supervisor Service - Armed	\$24.96	\$26.46	\$27.23	×10%	\$29.95
Basic Supervisor Service - Unarmed	\$21.84	\$23.15	\$23.82	×10%	\$26.21
Disaster Emergency Service - Armed	\$35.45	\$37.58	\$38.67	×10%	\$42.54
Disaster Emergency Service - Unarmed	\$29.19	\$30.94	\$31.84	×10%	\$35.03
Disaster Supervisor Service - Armed	\$39.99	\$42.39	\$43.62	×10%	\$47.98
Disaster Supervisor Service - Unarmed	\$34.99	\$37.09	\$38.17	×10%	\$41.98
Emergency Service - Armed	\$31.20	\$33.07	\$34.03	×10%	\$37.44
Emergency Service - Unarmed	\$27.30	\$28.94	\$29.78	×10%	\$32.76
Emergency Service Supervisor - Armed	\$37.44	\$39.69	\$40.84	×10%	\$44.92
Emergency Service Supervisor - Unarmed	\$32.76	\$34.73	\$35.74	×10%	\$39.31

### Invoice Testing

The audit testing performed on MartinezCo invoices determined the following:

- Sufficient supporting documentation is maintained.
- Proper approval had been obtained for every invoice and approval controls appear adequate and effective to ensure billing accuracy.
- All invoices tested were mathematically accurate and utilized the proper pay rates.
- All invoices were paid timely and in compliance with Prompt Payment Act requirements.

### RECOMMENDATION

The Audit Team did not identify any material concerns during invoice testing that required management's corrective actions.



## AUDIT COMMENT 2: CONTRACT MANAGEMENT

### LICENSING & CERTIFICATIONS

#### NON-COMPLIANCE IDENTIFIED

#### ANNUAL BACKGROUND CHECKS

#### ARE NOT BEING PERFORMED

#### COUNTY ID BADGES & ACCESS

#### INAPPROPRIATE ACCESS IDENTIFIED

#### NO FORMAL PROCESSES TO MONITOR VENDOR ACCESS

#### ASSOCIATED RISKS:

1. VENDOR NON-PERFORMANCE
2. NON COMPLIANCE
3. PHYSICAL SECURITY
4. PUBLIC SAFETY

Adequate monitoring is not in place for security guard licensing, certifications, background checks, and County identification (ID) badges issued to MartinezCo.

The objective was to determine whether or not:

- There are effective controls in place to monitor contractual requirements such as guard licenses, certifications, and annual background checks.
- Industry best practices for contracted guard services are in place.

#### Background

The Contract requires security guards to be licensed as either Class D (unarmed) and/or Class G (armed) security guards.



**Class D License:** Authorizes individuals to work as an unarmed security guard. *Currently only one (1) security guard post requires an unarmed guard due to its proximity to a school.*



**Class G License:** Authorizes individuals to work as an armed security guard. Persons who have a Class G License are also required to have obtained a Class D License. *All but one of the County guard posts guarded by MartinezCo are staffed with armed guards.*

The Contract also specifies that MartinezCo must ensure that each security guard:

- Is trained and certified in CPR, First Aid, and AED operation.
- Has an annual background check performed with results reported to the County.

The County currently has twenty-five (25) locations guarded by MartinezCo (shown in the table below) and one (1) guard supervisor.

Guarded Locations (anonymized)	Guard Type	Licenses(s) Required
LOCATION A	Armed	Class D & G
LOCATION B	Armed	Class D & G
LOCATION C	Armed	Class D & G
LOCATION D	Armed	Class D & G
LOCATION E	Armed	Class D & G
LOCATION F	Armed	Class D & G
LOCATION G	Armed	Class D & G
LOCATION H	Armed	Class D & G
LOCATION I	Armed	Class D & G
LOCATION J	Unarmed	Class D
LOCATION K	Armed	Class D & G
LOCATION L	Armed	Class D & G
LOCATION M	Armed	Class D & G
LOCATION N	Armed	Class D & G
LOCATION O	Armed	Class D & G
LOCATION P	Armed	Class D & G
LOCATION Q	Armed	Class D & G
LOCATION R	Armed	Class D & G
LOCATION S	Armed	Class D & G
LOCATION T	Armed	Class D & G
LOCATION U	Armed	Class D & G
LOCATION V	Armed	Class D & G
LOCATION W	Armed	Class D & G
LOCATION X	Armed	Class D & G
LOCATION Y	Armed	Class D & G
LOCATION Z	Armed	Class D & G

Each security guard is issued a County access badge to grant them access to the facilities they are assigned to guard. These access badges are similar to a County employee ID card and are swiped at secured doors and entryways to allow access. Facilities Management grants badge card access to County employees and outside vendors through a software application they manage. Each card is setup in the system with certain location permissions based on the employee's or vendor's job position or function.

Guards that work at Children's Services are also required to have passed a Level II screening. Level II screening requirements, as described in FL Statutes 1012.32 and 1012.465, focuses primarily on increasing the measures used to monitor sexual offenders or predators. MartinezCo is financially responsible for providing the Level II screenings.

## TEST PROCEDURE

The Audit Team obtained a list of all current and former MartinezCo guards as well as their corresponding Class D & G licensing information and first aid, CPR, and AED certification statuses, as of December 2024.

### Licensing and Certification Testing

The Audit Team reviewed all required licenses and certifications to determine whether or not they were current. Class D & G licenses for each guard were also verified online via the Florida Department of Agriculture and Consumer Services (FDACS) licensing division. For guards assigned to work at Children's Services, the Audit Team also reviewed supporting documentation showing the results of Level II screenings.

### Background Check Testing

The Audit Team met with MartinezCo and reviewed the background check results for each actively employed guard to verify whether or not:

- The guard's social security numbers (SSNs) are listed as valid.
- Any nationwide criminal records or sex offender registry records exist.
- Annual background checks are performed as required by the contract.

### Access Badge Testing

The Audit Team obtained all County ID badge system data as it relates to MartinezCo guards from Facilities Management and performed an analysis to determine whether or not access assigned to current guards is appropriate and whether or not former guards' access had been terminated.

### Best Practices

The Audit Team designed a benchmark survey and solicited feedback from other Florida municipalities to determine whether or not Hillsborough County's security guard contract operates in a similar manner as other local governments throughout the state of Florida, or if there are opportunities for improvement.

The Audit Team judgmentally selected eleven (11) counties in Florida based on higher populations and contacted them to inquire about any security guard contracts they may have. A series of survey questions was asked to gauge where Hillsborough County's contract stands in terms of best practices. These eleven (11) counties included: Brevard, Broward, Duval, Lee, Miami-Dade, Orange, Palm Beach, Pasco, Pinellas, Polk, and Volusia.

Each of the Counties contacted were asked about contractual requirements, required certifications and licenses, overall best practices, and pay rates.

## TESTING RESULTS

### LICENSING AND CERTIFICATION TESTING

**30% of training  
was unsupported**

Twelve (12) of the forty (40) MartinezCo guards did not have documentation to support a first aid, CPR, and/or AED training.

**98% of licenses  
were current**

Thirty-nine (39) of the forty (40) currently employed MartinezCo guards had a current unexpired Class G license in good standing.

**One (1) current guard's license was in a suspended state.**

**100% of Level II  
Screenings were  
current**

All six (6) of the MartinezCo guards eligible to perform guard duties at Children's Services have current Level II screenings.

### BACKGROUND CHECK TESTING

**Annual background checks are not performed or reported as required.**

Paragraph 1.3.30.7 of the contract states, *The Contractor will conduct annual background checks on all security guards and report the results to the County. It will only be reported if the individual passed or did not pass the background check.*

The Audit Team confirmed that a background check was performed upon hire for all 40 MartinezCo security guards; however, recurring annual background checks are not being performed. In total, 21 of the 40 guards (53%) have been employed for more than a year and have not received an updated annual background check.

Facilities Management has also not received nor required MartinezCo to submit annual reporting to confirm whether or not guards passed/failed the updated background checks.

### ACCESS BADGE TESTING

**ACCESS BADGES  
HAVE NOT BEEN  
APPROPRIATELY  
UPDATED**

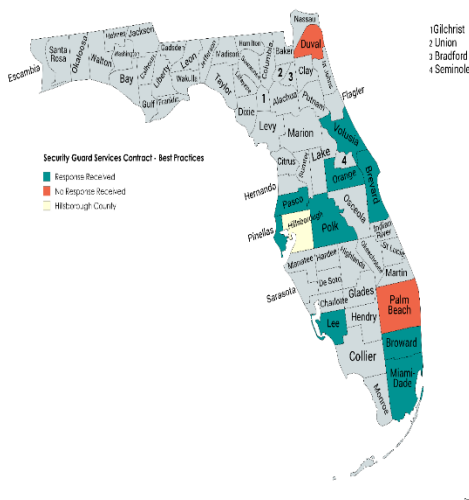
The Audit Team observed that the list of actively employed MartinezCo guards provided by the MartinezCo supervisor did not match the list of active County ID badges provided by Facilities Management. Further inquiries were made with both parties and the Audit Team determined that a number of badges for former guards were still active. In total, the Audit Team identified twenty-five exceptions.

### Exceptions included:

- Two (2) MartinezCo guards who strictly work the Maritime contract; however, they have active Hillsborough County ID badges.
- One (1) current MartinezCo guard who had two (2) active County ID badges.
- There were twenty-two (22) former guards whose badges were still showing active in the data, but no documentation could be found indicating that those badges were returned and/or destroyed. Of those 22, twelve (12) had no physical access configured, but ten (10) still had physical access to certain locations showing in the system.

It is unclear if any of the former guard's badges were collected and/or destroyed as there is currently no formal process in place to de-provision guard badges.

### **BEST PRACTICES**



Nine (9) of the eleven (11) counties surveyed provided responses to the Audits Team's inquiries. Full results are included on the following tables. Overall the survey revealed that:

- Most have licensing and certification requirements similar to Hillsborough included in their contracts.
- Hillsborough County's contracted rates appear to be reasonably consistent with other areas surveyed.
- Some additional control practices were identified that could be considered.

**Q: WHAT KEY PERFORMANCE INDICATORS (KPI'S) OR METRICS ARE INCLUDED IN YOUR SECURITY GUARD CONTRACTS TO ENSURE COMPLIANCE AND ACCOUNTABILITY? HOW DO YOU MONITOR AND ENFORCE GUARD PERFORMANCE UNDER THE CONTRACT?**

<b>Brevard</b>	Guards must have a background screening conducted, any felony convictions, first degree misdemeanor convictions, and outstanding arrest warrants will disqualify the guard. Guards must also pass a drug screening, background check, and read/write in English.
<b>Broward</b>	The Port requires job specific training and provides the necessary Maritime Transportation Security Act (MTSA) initial and annual refresher training. Guards are frequently evaluated for performance and knowledge as required by the United States Coast Guard (USCG). Contractor and County frequently use secret shopper techniques and will observe contract staff for performance, speed, and accuracy.
<b>Lee</b>	Background and criminal history areas must be checked and screened: (1) social security trace and address history, (2) national federal criminal search, (3) national criminal database, (4) county criminal, and (5) national sex offender registry and violent abuse registry. The vendor must use the U.S. Dept. of Homeland Security's E-Verify system to verify the employment eligibility of all its employees.
<b>Miami-Dade</b>	Personnel may not be employed by the Contractor to provide services to the County if he/she currently or in the past has: criminal conviction(s), dishonorable discharge, and/or involved in criminal activity.
<b>Orange</b>	The contractor must ensure all security guards maintain active licenses. If a guard is found to be unlicensed, they must be removed and replaced within one hour. Unmanned posts must be reported immediately. Failure to report may result in liquidated damages or contract termination. Random license checks are conducted by Orange County.
<b>Pasco</b>	The vendor will provide licensed security personnel to perform supervision, administrative functions, and duties related to the transportation of inmates, as well as the supervision of inmates while detained at a hospital, on an as-needed basis for an initial three (3) year contract term with two (2) additional one year renewals.
<b>Pinellas</b>	Pinellas County Facility Managers manage and monitor the guards at the locations in their geographical area.
<b>Polk</b>	N/A as Polk County utilizes the Sheriff's Office to perform similar roles.
<b>Volusia</b>	Security Officer Level I - Class D Unarmed, Level II - Class D Unarmed, Level III Class D&G Armed. Most positions are unarmed security posts and no weapon shall be carried to any security posts without specific written request from the Project Manager.



**Q: WHAT CERTIFICATIONS OR LICENSES ARE REQUIRED FOR SECURITY GUARDS IN YOUR CONTRACTS? ANY ADDITIONAL QUALIFICATIONS OR TRAINING REQUIRED BY POST?**

<b>Brevard</b>	Class D & G.
<b>Broward</b>	Class D & G, a valid FL driver's license, and a Transportation Worker Identification Credential (TWIC).
<b>Lee</b>	Class D & G, and a valid FL driver's license.
<b>Miami-Dade</b>	Class D & G.
<b>Orange</b>	Class D & G.
<b>Pasco</b>	Class D & G, CPR, First Aid, and AED.
<b>Pinellas</b>	Class D & G, a valid FL driver's license, & level II background check requirements for some locations.
<b>Polk</b>	N/A as Polk County utilizes the Sheriff's Office to perform similar roles.
<b>Volusia</b>	Class D & G, CPR, First Aid, a Florida driver's license, and a GED.

**Q: WHAT PROCESSES OR PRACTICES HAVE YOU FOUND MOST EFFECTIVE FOR MANAGING SECURITY GUARD SERVICES? HOW DOES YOUR COUNTY ENSURE GUARDS ARE PREPARED FOR EMERGENCIES OR SPECIFIC SECURITY THREATS?**

<b>Brevard</b>	N/A – No best practices were shared with the Audit Team.
<b>Broward</b>	Communication, or reinforced communication is the most effective way to manage services. Putting tasking in a memo or as a check sheet/list with individual signatures proves to be effective. Following up a meeting with an email documenting discussed expectations is also beneficial for both parties.
<b>Lee</b>	N/A – No best practices were shared with the Audit Team.
<b>Miami-Dade</b>	N/A – No best practices were shared with the Audit Team.
<b>Orange</b>	Daily security logs for each post, monthly performance meetings to discuss contractor performance & site specific concerns, guards must complete site-specific training before being assigned to a post, and having dedicated Building Security Coordinator(s) and Special Services Support Staff and Supervisor dedicated to the contract needs and monitoring requirements.
<b>Pasco</b>	Pasco County Human Resources Department maintains the following guard data for each guard employee: (1) Name & type of pre-employment investigation, (2) Florida Class D & G license, (3) State of FL driver's license, and (4) Training records with dates of completion.
<b>Pinellas</b>	Guards are required to have trained backups.
<b>Polk</b>	N/A as Polk County utilizes the Sheriff's Office to perform similar roles.

<b>Volusia</b>	All guards must pass a drug test and pass a Florida Department of Law Enforcement (FDLE) criminal background check and finger print check. The Contractor shall provide the Division Manager a list of all Security Officers assigned to work this Contract upon award. This list shall include head shot; full name; phone number; assigned post location; and background check verification. This list shall be revised immediately upon personnel changes. The Contractor's Project Manager shall have Security Officers' home addresses on file and be able to retrieve any County property (radio, keys, etc.) not returned at end of shift.
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**Q: WHAT ARE THE CURRENT HOURLY PAY RATES OR WAGE STANDARDS STIPULATED IN YOUR SECURITY GUARD CONTRACTS?**

<b>Brevard</b>	For Public Works, Libraries, and Campgrounds, the hourly bill rate to Brevard County is \$26.94. The hourly wage for the guard is \$16.00.
<b>Broward</b>	<p>The Port's security services contract establishes hourly billing rates for different job classifications (such as, Level I Security Officer, Level II Security Officer, Supervisor). The monthly payment to the security contractor is based on the contractual hourly billing rates and actual hours of services performed.</p> <p>The Port's security services contract has Living Wage requirements, which means the contractor and subcontractors are required to pay their eligible employees at least the Living Wage hourly rate, health benefit amount, and 40 hours of paid time off annually in accordance with the Broward County Living Wage Ordinance.</p>
<b>Lee</b>	<p>Unarmed Security Guard (Hourly Bill Rate) \$26.50</p> <p>Armed Security Guard (Hourly Bill Rate) \$36.50</p>
<b>Miami-Dade</b>	<p>Hourly Bill Rate:</p> <p>Tier 1 Unarmed Guard: \$28.19</p> <p>Tier 2 Unarmed Guard: \$32.54</p> <p>Tier 2 Armed Guard: \$32.54</p> <p>Tier 3 Unarmed Guard: \$36.97</p> <p>Tier 3 Armed Guard: \$36.97</p> <p>Supervisor Tier 1/2/3: \$31.51 / \$37.68 / \$43.44</p>
<b>Orange</b>	<p>Hourly Pay Rates (Minimum Wages):</p> <p>Level I - Unarmed Security Guard: \$15.00</p> <p>Level II - Unarmed Security Guard: \$15.50</p> <p>Level III - Unarmed Security Guard: \$16.50</p> <p>Level I - Armed Security Guard: \$16.00</p> <p>Level III - Armed Security Guard: \$17.50</p>
<b>Pasco</b>	<p>Hourly Bill Rate:</p> <p>Account Manager - \$45.27</p> <p>Transport Supervisor - \$44.38</p> <p>Transport Officers - \$35.49</p> <p>Hospital Watch Officers - \$33.95</p>

<b>Pinellas</b>	Unarmed Security Guard (Hourly) \$19.39 Crew Supervisor (Hourly) \$20.00
<b>Polk</b>	N/A as Polk County utilizes the Sheriff's Office to perform similar roles.
<b>Volusia</b>	(Hourly Bill Rate for County \ Paid to Officer) Level I Guard - \$28.75 \ \$18.00 Level II Guard - \$28.75 \ \$18.00 Level III Guard - \$30.00 \ \$20.00 Fire Watch Guard - \$45.00 \ \$20.00

## RECOMMENDATION

Facilities Management should address the non-compliance and control opportunities noted throughout this report to enhance the monitoring of the vendor's compliance and performance. This should include:

1. Verify upon hire and perform periodic tracking (at least annually) of all active security guards to ensure that all license and certification requirements are current and in compliance with the Contract including:
  - a. Independently verifying Class D & G license status.
  - b. Ensuring the vendor maintains CPR, first aid, and AED training.
  - c. Confirming Level II background checks when needed (Facilities Management should work collaboratively with Children's Services).
  - d. Ensuring that annual background checks are being performed and holding the vendor accountable for reporting the results to Facilities Management.
2. Implement policies for the issuance, collection, and destruction of vendor badges and perform regular audits of County ID's issued to MartinezCo and other vendors that do business with the County. These audits should be designed to ensure that appropriate badge access is assigned and has been removed from County sites and that badges from former vendors are collected and destroyed timely.

## CLIENT RESPONSE:

*Concur*

## CORRECTIVE ACTION PLAN:

*1a. Going forward, for guards newly assigned to the County, the vendor will provide us their names and we will verify that they have the appropriate guard license by checking the Florida Department of Agriculture website.*

*1b. Going forward, for guards newly assigned to the County, the vendor will provide us proof of their current CPR, AED, and first aid training.*

*1c. This is already a standing procedure. We have both past and present worked with Children's Service on Level II checks. The procedure is for Children's Services to complete the Level II checks and notify us of any issues with a background check. If there are issues, we then ensure that a different guard would be proposed to work there subject to the successful completion of Level II screening.*

*1d. Going forward, we recommend that annual background checks no longer be required. Security Guards are required by the State License to submit to fingerprinting which is screened by the FBI data base. On 7/2/2025 we confirmed with the Department of Agriculture:*

- That law enforcement constantly provides them a live feed of arrests to flag any active guard that is arrested.*
- If the arrest is for a disqualifying reason, they suspend a security guard's license.*

*Given the above, we do not see a practical reason for annual background checks. However, we will annually confirm that all guards assigned to the County contract have active licenses with the DOA.*

*2. We have remediated the ID badge issue. The following procedures are put in place:*

- The guard manager obtains the ID badge at time of termination.*
- The guard manager notifies the County to terminate the ID badge access in the access control system at time of termination.*
- The guard manager is required to return the physical ID badge to the County team within five days after the termination.*

*Quarterly we will audit all guard badges to ensure that the guard is still employed by the vendor and working at County sites.*

**TARGET COMPLETION DATE:**

*The new ID badge procedures are already in place. All other tasks above will be implemented by September 30, 2025.*

### AUDIT COMMENT 3: SITE VISIT VERIFICATION TESTING

**COUNTY STAFF  
SATISFACTION  
LEVELS OF GUARD  
SERVICES  
HIGHLY SATISFIED**

**LOCATIONS BILLED  
BY MARTINEZCO  
WERE VERIFIED**

**SITE VISITS  
  
ALL GUARDS  
PRESENT AND  
AVAILABLE**

**ASSOCIATED RISKS:**

1. *VENDOR NON-PERFORMANCE*
2. *PHYSICAL SECURITY*
3. *PUBLIC SAFETY*

**Opportunities exist to ensure guards on duty are proactively scanning near-field communication (NFC) tags and uploading their daily activity reports (DAR) timely.**

The objective was to determine whether or not:

- Locations being billed as guarded sites by MartinezCo were active County facilities.
- County staff satisfaction levels of guard services provided are adequate.
- The guards' TrackTik app on their cell phones is working as intended to monitor guard attendance and productivity.

**Background**

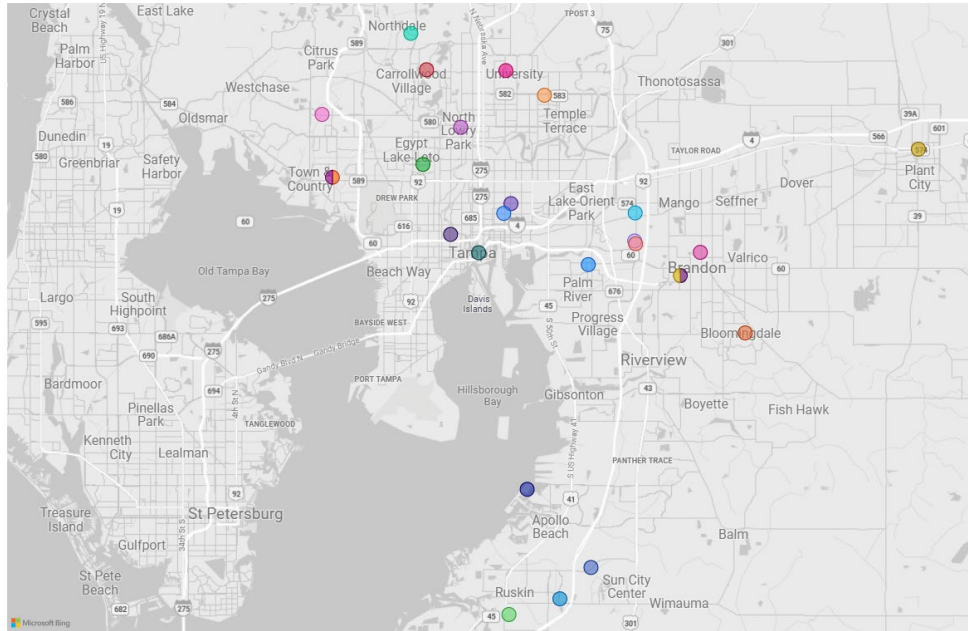
A daily activity report (DAR) is logged and updated by each shift of guards on duty. For most County locations while on duty, guards perform regular patrols throughout the location and update the DAR with information such as times patrolled and any issues to report. DARs are electronically generated through the cloud based platform called TrackTik which is utilized by MartinezCo to manage security guard operations, including tracking, scheduling, and reporting. The app also utilizes near field communication (NFC) tags (as shown to the right) which serve as checkpoints to monitor guard locations and movement. If a guard does not have his/her phone, then the DAR would be hand-written. NFC tags, DAR reports, and the TrackTik app are not contractually required, however MartinezCo utilizes this technology to manage and supervise its guard staff to ensure satisfactory services are being provided.



Some County locations require a stationary guard, but for other sites, patrols are performed regularly throughout the day. To ensure that guards are performing these patrols, the guard must hit checkpoints by placing their phone near/on an NFC tag to scan it. Most sites have checkpoints throughout the site/facility that the guards must frequent

for each patrol. Once scanned, the checkpoint is electronically logged and can be monitored by the guard supervisor. As indicated in the previous audit comment, there is one guard supervisor for the 25 County locations.

### Distribution of Locations Guarded by MartinezCo



### TEST PROCEDURE

The Audit Team selected eight (8) County locations with MartinezCo guard services and visited each location to:

- Ensure that the site being billed was an existing and active County location.
- Determine whether or not NFC tags were utilized at the site and how many were present onsite. The Audit Team then verified with the guard supervisor how many should be at each location.
- Perform site interviews with County staff and gauge satisfaction levels for the guard services provided.
- Perform a site interview with each of the guards and verify if their TrackTik app is working and whether or not the guard could circumvent the system in any way; and
- Identify any exceptions and document the results.

The Audit Team toured locations on February 3<sup>rd</sup> and February 13<sup>th</sup>, 2025. Eight locations were judgmentally selected by the Audit Team for onsite testing and interviews.

1. LOCATION E
2. LOCATION H
3. LOCATION N



4. LOCATION P
5. LOCATION Q
6. LOCATION R
7. LOCATION S
8. LOCATION Z

## TESTING RESULTS

While some County employees interviewed felt that previously terminated guards had not been performing their job functions well, overall satisfaction levels for current guard services ranked very highly. Additionally, all guards interviewed had their required Class D and G license on-hand which the Audit Team successfully inspected and verified. The Audit Team did note the following six (6) exceptions while onsite:

- One (1) guard was not properly scanning the NFC tags while performing routine patrols.
- One (1) guard's cell phone was unable to scan the NFC tags.
- Two (2) County locations required new NFC tags to be installed due to the tag either being missing or non-operational.
- One (1) guard was historically not scanning one of the NFC tags on site. (This may have been due to the tag being non-operational.)
- One (1) guard was historically not uploading a DAR to TrackTik or sending it to the guard supervisor.

## RECOMMENDATION

While NFC tags and TrakTik are not contractually required, Facilities Management should work closely with MartinezCo to ensure:

1. NFC tags at County sites are installed and in working order for the guards to scan while performing their routine patrols.
2. Guards are properly trained on how to scan NFC tags.
3. Guards with phones that are unable to scan the NFC tag should be provided a phone that can.
4. A DAR is completed each shift and uploaded to TrackTik timely.
5. The guard supervisor is performing monitoring reviews of guard's onsite and DAR reports to identify exceptions such as those noted by the Audit Team more proactively.

## CLIENT RESPONSE:

*Concur that this is not a contract requirement, but we consider it a very good practice.*

***CORRECTIVE ACTION PLAN:***

*Going forward, new Security contracts are required to have both GPS technology that confirms the security guard's location and "guard tour" technology that confirms the guards make their required security rounds.*

*Work with the current security guard vendor to ensure during the remainder of their contract that they are completing tasks 1 – 5 above. Add these items to the guard supervisor post visit checklist.*

***TARGET COMPLETION DATE:***

*September 30, 2025*