

Fleet Supervisor Dianna Langley 2017 1

11:04 am, December 6, 2017

Sergeant Kenneth Findlay: "Ok this is Sergeant Dennis Findlay with the Internal Affairs Investigation Unit. Today is Wednesday December 6th, 2017. The time is now 11:04 am and this is a recorded interview with Fleet Supervisor Dianna Langley who is a witness to investigation 2017-0636 and Dianna before we went on record we looked at attachments A,B,C,D,E,F, and G?"

Fleet Supervisor Dianna Langley: "Yes."

Sergeant Kenneth Findlay: "And you provided attachments F and G to me today?"

Fleet Supervisor Dianna Langley: "Correct."

Sergeant Kenneth Findlay: "Before we got started with the meeting if you could just give me your name unit number and date of hire."

Fleet Supervisor Dianna Langley: "Dianna Langley unit 4136 hire date 3/22/2004, I think."

Sergeant Kenneth Findlay: "Ok and you're the Fleet Supervisor for the Division?"

Fleet Supervisor Dianna Langley: "Yes."

Sergeant Kenneth Findlay: "This, in regard this I.A. is in regard to Secretary Emma Loisel who had not entered the FleetLE updates into FleetLE database, does that sound right?"

Fleet Supervisor Dianna Langley: "Yes it does."

Sergeant Kenneth Findlay: "If you could, cause some of this you had to go and work on and fix yourself, yes?"

Fleet Supervisor Dianna Langley: "Uh huh yes pretty much, yes."

Sergeant Kenneth Findlay: If you could you just give me a rundown cause I guess this came to light at the, sometime in November where this came where they had a QRA.

Fleet Supervisor Dianna Langley: "Uh huh."

Sergeant Kenneth Findlay: "And it came to light I believe it was November 2nd based on attachment A right here where the FleetLE report was service entries were not entered into it since 2017?"

Fleet Supervisor Dianna Langley: "Well, they, they, they were some entries made and that's because they are a direct upload from Galaxy, not, not because a secretary or a person made them. Ok the issue that I found with this barracks in particular is that entries were incorrectly made, not made at all, or corrected and or duplicated."

Sergeant Kenneth Findlay: "And this is?"

Fleet Supervisor Dianna Langley: "And this goes back to 2016."

Sergeant Kenneth Findlay: "Ok there's somewhere that it said that attachment A had 2017 but you and I talked and we're looking at attachment C now which is the FleetLE report for Hammond."

Fleet Supervisor Dianna Langley: "And there's some in there from 2014 I see."

Sergeant Kenneth Findlay: "And you said there was 43."

Fleet Supervisor Dianna Langley: "Yeah, corrections."

Sergeant Kenneth Findlay: "You had to make."

Fleet Supervisor Dianna Langley: "I made 43 corrections to their FleetLE report."

Sergeant Kenneth Findlay: "And if you could just kind of, and I know Command Lieutenant Foster explained this to me and you and I talked about it before we went on record. You, he categorized you as the resident expert in this system."

Fleet Supervisor Dianna Langley: "Right."

Sergeant Kenneth Findlay: "And if you would just kind of walk me through what."

(Cell phone rings.)

Fleet Supervisor Dianna Langley: "Sorry."

Sergeant Kenneth Findlay: "What happened here, what she was supposed to have done and what she did and didn't do?"

Fleet Supervisor Dianna Langley: "Ok from what I can see over the past couple years we have sent directives out to the field as we moved forward in using the Galaxy card as a source of payment for all vehicle repairs."

Sergeant Kenneth Findlay: "And that's attachments' F and G that you gave me today?"

Fleet Supervisor Dianna Langley: "Correct and there was a way we did it and over time you learn a better way to do it and then we sent out modifications with a step-by-step process on how to complete that. What it appears is none of that process is being done because Galaxy gets uploaded through a DAS system into the FleetLE database. It depends on how it's coded through the vendor on how it gets perceived in FleetLE from DAS and it's basically a monetary thing, so what we ask our secretaries is to put all FleetLE invoices into a two-week follow-up and then run your FleetLE summary to make sure that they appear."

Sergeant Kenneth Findlay: "Ok."

Fleet Supervisor Dianna Langley: "If they don't appear you have to go through and make sure there wasn't an incorrect entry through Galaxy and make a modification and we tell them how to do that but if it appears on the FleetLE report then they don't have to do anything with the invoice, they just process it as their Galaxy reconciliation for the month. So, the thing that we ask everybody to do is to run their FleetLE first, compare your invoices, if they don't show up do some research and see if a transaction even occurred that day yet and if they do, you do nothing. What appears is the secretary was doing nothing whether they appeared or didn't appear. And then it appears on some she was manually entering them not waiting for the Galaxy to upload so there's duplications. When the Galaxy actually did upload."

Sergeant Kenneth Findlay: "Ok, so for us what we care about in the Division for the FleetLE oil change is to make sure that our cruisers and our vehicles are getting serviced every 7500 miles?"

Fleet Supervisor Dianna Langley: "And/or year depending on the use of the car, but that's what we're, we're looking for a 7500-mile increment that's what we generally look for and if it doesn't show up we're kind of seeing ok this car was a bait car, and it doesn't get used that much so we're looking for the year time frame."

Sergeant Kenneth Findlay: "Gotcha."

Fleet Supervisor Dianna Langley: "But most at a barracks will be a 7500-mile increment."

Sergeant Kenneth Findlay: "Yes and then when I talked before the instrumental person in this scenario cause you've got Secretary Loisel and then Sergeant Alan Hall is the vehicle?"

Fleet Supervisor Dianna Langley: "Equipment sergeant."

Sergeant Kenneth Findlay: "Equipment sergeant and then the Lieutenant Campbell's the barracks commander?"

Fleet Supervisor Dianna Langley: "Correct."

Sergeant Kenneth Findlay: "Kind of the important cog in this wheel per se would be Secretary Emma Loisel, is that correct?"

Fleet Supervisor Dianna Langley: "Correct because by working with all the districts, generally a secretary will schedule FleetLE report in FleetLE. You can schedule one to email you like every week. And most every barracks I have ever worked with they have that same report the same day they get it sent to the equipment sergeant, so that there's always someone other than the secretary knowing what's going on in case she's out of the office. But she, I don't know if she had that set up or if she even knew about it, but generally most barracks secretaries have a repetitive scheduler that every Monday they get their FleetLE report."

Sergeant Kenneth Findlay: "And then most of them send it to their equipment sergeant?"

Fleet Supervisor Dianna Langley: "Yeah, then you can put as many people as you want on the schedule so she could have had her, Hall and Campbell on it if she set it up that way and then every Monday they could all see it.

Sergeant Kenneth Findlay: "And then they could all see it. And what they're looking for, to make sure that the cars are getting serviced. Cause I know I was the equipment sergeant when I was at Collier, I'm making sure that the cars are getting serviced at the time it was 5,000 and now it's switched to 7500.

Fleet Supervisor Dianna Langley: "Right."

Sergeant Kenneth Findlay: "But that's what you're doing is verifying that it's, that it's good to go. So, the equipment sergeant works very closely with the secretary on this."

Fleet Supervisor Dianna Langley: "They, they should and it depends on honestly it depends on the secretary how much, a lot of secretaries do so much on their own and they'll get

their sergeant, their equipment sergeant involved when necessary, but it just depends on the relationship. It depends on the secretary it depends, on the equipment sergeant, but most equipment sergeants are aware know what's going on with their vehicles.”

Sergeant Kenneth Findlay: “And do you have any knowledge was Sergeant Hall aware of any of this that was going on?”

Fleet Supervisor Dianna Langley: “I'm not aware that he, I don't think he was aware and I don't know, I think I had to set him up with access to FleetLE cause I don't think he had access to FleetLE, but I, but I'm just saying I don't think he did so I believe I set him up with access with the FleetLE database.”

Sergeant Kenneth Findlay: “Ok, got it and as far as this goes Lieutenant Campbell's got the responsibility to ensure the ship is sailing smoothly?”

Fleet Supervisor Dianna Langley: “I would assume so as a lieutenant.”

Sergeant Kenneth Findlay: “Yes and it appears that that wasn't getting done either because of the relationship or lack thereof.”

Fleet Supervisor Dianna Langley: “I would, I would say so absolutely.”

Sergeant Kenneth Findlay: “For the record you're smiling because you're aware of the whole dynamic at the Hammond Barracks?”

Fleet Supervisor Dianna Langley: “I've dealt, I've dealt with the secretary so I'm aware of the dynamic there.”

Sergeant Kenneth Findlay: “Ok, now we're focusing on this because it appears even though there's, there are three subject-of this investigation. As I've explained of what's going on you've got Emma Loisel, Alan Hall and Lieutenant Tyler Campbell they are all three subjects of I mean I, I, I, I and you've been in the Division for fifteen years.”

Fleet Supervisor Dianna Langley: "Yup."

Sergeant Kenneth Findlay: "You understand how lieutenants, sergeants we have our own responsibilities but."

Fleet Supervisor Dianna Langley: "Correct."

Sergeant Kenneth Findlay: "In this situation, before we went on record, you said that Emma Loisel has, it's a well-known fact that she does not like the Galaxy system?"

Fleet Supervisor Dianna Langley: "Correct."

Sergeant Kenneth Findlay: "If you could kind of expound on that so that we can?"

Fleet Supervisor Dianna Langley: "I mean, um, I can there has been an instance where I got a call from the vendor Fowler's Automotive that Emma directly had a conversation with them saying she was not going to use that vendor anymore because doesn't want to use Galaxy and they she wanted them to invoice her and invoicing is a long process it's over a certain amount of money \$500 has to be and a P.O. and then a rec has to be cut and when we moved to the directive form DAS that we had to use Galaxy as maintenance it was a requirement and she refused and she told a vendor, or at least what the vendor told me, called me and said that she came down there and she's not going to use them anymore because they use Galaxy and she doesn't like Galaxy."

Sergeant Kenneth Findlay: "Do you know when this took place?"

Fleet Supervisor Dianna Langley: "I'm going to say six, eight months I would say eight months ago, and it was with Fowler's Automotive and then I talked to her I reassured her that she was doing the correct thing by billing us through Galaxy."

Sergeant Kenneth Findlay: "Ok."

Fleet Supervisor Dianna Langley: "And um, um I know that I talked to Lieutenant Campbell, he had a conversation with Fowler's, smoothed out the relationship because vendors mean everything to us."

Sergeant Kenneth Findlay: "Yes."

Fleet Supervisor Dianna Langley: "And reassured her that we would still continue business with them and we were still going to be using the Galaxy card."

"So, the Galaxy card, the secretaries are required to do the Galaxy card, that's DAS?"

Fleet Supervisor Dianna Langley: "Everybody, that's a directive everybody who has a car has a Galaxy card. Some barracks have an equipment card to buy bulk tires; oil and every month those secretaries are required to reconcile their Galaxy statements and send it to District and District is required to send the entire District reconciled statements to Sandra Harrison for review."

"And it appears in this case that Emma Loisel was not doing that."

Fleet Supervisor Dianna Langley: "I don't I, I wouldn't know what she was doing that or not. I mean if you're not loading, if you're not to mean if you're not modifying the FleetLE report with Galaxy reconciliations I don't know how you would have a correct reconciliation for your barracks."

Sergeant Kenneth Findlay: "There's no way to keep track of it without, without this FleetLE report being?"

Fleet Supervisor Dianna Langley: "Well, we get, I mean she could be reporting off the FleetLE report saying this is all, this is this is a service amount all they have to report is service amount, car wash amount, fuel amount, any exceptions."

Sergeant Kenneth Findlay: "Got it."

Fleet Supervisor Dianna Langley: "So that's all they have to report so um she could be doing that but still not modifying the report in FleetLE. She could still be reconciling her Galaxy and that just means ok yeah this was our service, this was our fuel, this was our car washes based on what she has kept but she never, it doesn't appear she was correcting that in FleetLE to have that many changes on fifteen cars or fourteen cars, 43 changes that's significant that's an eight-hour job for me. Yeah between two days, I have other work to do I have I have to have the invoices to make the changes, so I know the vendor to put in so Sergeant Hall was my right-hand man for that whole time. He gave me every invoice, every proof so I could go in and make these reversals. If you do it in the moment you have the invoice there you're talking about three to five minutes to do a reversal and an addition, but I had to recreate the wheel. I had to find out which one was an oil change, there were so many so many transactions on a car I had to basically narrow it down by ok what's 7500 ratio you know the matrix what are these other ones let's take these take them off the oil change and put them what they really are wiper blades, car wash so there was a lot of this could have been within. There's not that many invoices a week, I can't imagine for a car service so this could have been done, there's not that many invoices in a week I can't imagine for a car service. So, this could have been done, in my opinion over the duration of these amount of corrections to be made. We're talking fifteen minutes a week."

Sergeant Kenneth Findlay: "For each vehicle or for the entire?"

Fleet Supervisor Dianna Langley: "For the entire report if it would have been from the get-go, correct. If it had taken fifteen minutes to make corrections, cause you have the invoices there."

Sergeant Kenneth Findlay: "And you have direct, intimate, you have knowledge of it."

Fleet Supervisor Dianna Langley: "Right."

Sergeant Kenneth Findlay: "Because it's your barracks, you're dealing with it"

Fleet Supervisor Dianna Langley: "Because you know I put these four cars into service, so you probably have the invoices on your desk, waiting for them to appear in Galaxy or appear in FleetLE. So, you have, so you can run your report and then you see if they are on your

FleetLE report and if they're not you have to make a modification and if they are, you don't do anything. We're talking fifteen minutes if you have four cars a week. It's really minimal.

Sergeant Kenneth Findlay: "And that wasn't being done?"

Fleet Supervisor Dianna Langley: "It appears not. I mean there's mileages here entered at one. You know you can't have a car that's been in service for three years have one mile. It's an entry wrong with the vendor. What is required by the secretary is to go in and modify that work order to the correct mileage. So, they were thinking maybe they weren't getting, there's no FleetLE report on it, this certain increment, 44, 45,000, but it was it was the one entered with the mileage of one. Now if she would have saw the date of 5/3 she would have known that was for mileage 45,000 and made the modification for the mileage and when she ran her report it would have showed in sequence. So, it's not that that was missing, the vendor accidentally hit a one. And there's other transactions from 14, 15, 16 and there's a 17 but it's at the bottom, because it starts at one. So, if that was a red flag to me, so that's the oil change it should be up here and all you do is modify the mileage and it shows up perfectly in order of your sequence. And if an equipment sergeant saw it and said, 'hey where's the 49,000 or whatever service, well we had that done, where is it? Oh, it's down here as one. It appears that the secretary wasn't going through and making the changes to the work orders as required as per many emails and read-and-signs that I've been putting out over the past couple of years.

Sergeant Kenneth Findlay: "And just to make sure I understand it, I'm a, I'm a dumb Division sergeant, it doesn't seem, well, the date's right but the mileage is wrong, let's do a reversal and enter the correct mileage.

Fleet Supervisor Dianna Langley: "Well the reversal doesn't happen with the mileage, all you need to do is open up the work order, update the mileage and hit equipment update and save, that takes 30 seconds. The longest part is finding the work order number, you have to find the car number to find the work order number in conjunction with that date, that's the longest process which takes 10 seconds, 15 seconds and then you take another 30 seconds to modify the mileage.

Sergeant Kenneth Findlay: "I'm looking at this astonished, this wasn't getting done at all."

Fleet Supervisor Dianna Langley: "No, I had to fix those, everything on those pages I fixed. Every problem I corrected. I removed duplicates, I modified mileage, I did reversals to show oil change, I did reversals to remove them from the FleetLE report because they weren't oil changes, so everyone on there I did."

Sergeant Kenneth Findlay: "Would you say you have a good working knowledge of what the Hammond Barracks has as far as their cars?"

Fleet Supervisor Dianna Langley: "Yes."

Sergeant Kenneth Findlay: "Were their cars getting serviced every 7,500 miles?"

Fleet Supervisor Dianna Langley: "Yes absolutely, absolutely."

Sergeant Kenneth Findlay: "And that, that's kind of where the sergeant, from my understanding and I'm just asking is that's what the sergeant's mainly going to focus on to make sure that his cars. But he just in this case it appeared that he didn't?"

Fleet Supervisor Dianna Langley: "He might not have been looking at the report, I can't talk for Sergeant Hall but a lot of them have books, car files."

Sergeant Kenneth Findlay: "I always have paper."

Fleet Supervisor Dianna Langley: "And then they can always open that book to make sure they'll look at their service oh it's in the service they might not necessarily, not necessarily look at the FleetLE report but they might actually go to the file cause I know when we get cars turned in they send car files and it's a little black binder and it shows the, at the at the very beginning the FleetLE sequence, the matrix and it shows when it was serviced. They could very he could very well open up the book I don't know what they do in Hammond, open that book and say up yup it's got this many miles and it's got its 7500 miles."

Fleet Supervisor Dianna Langley: "Yes so I can't speak for Sergeant Hall but he could very well be doing that and doesn't see the FleetLE report to know that there's problems on it"

but he could very well be checking the car file for the maintenance records to assure that his cars are being serviced and now a lot a lot of sergeants do that cause they're not, they want to be either out on the road working or just glance through and not look at a report like that and trust that they have and trust that their secretary and them have a good enough relationship or on board to get things corrected.”

Sergeant Kenneth Findlay: “You said you worked with Sergeant Hall?”

Fleet Supervisor Dianna Langley: “Yes we did.”

Sergeant Kenneth Findlay: “Did he make any comments to you about the relationship that he and Emma have?”

Fleet Supervisor Dianna Langley: “Um he did, you know, he mentioned it's a strained relationship in that barracks.”

Sergeant Kenneth Findlay: “Yes.”

Fleet Supervisor Dianna Langley: “And it doesn't, it doesn't, it doesn't appear to be with just him and it appears I know it is that way with the lieutenant and um you hear that stuff so it appears that there's a definite, to me as an outsider looking in by the conversations that I've had with her over the phone of what's she's doing and conversations I've had with the barracks. It's, you know, no body's safe, no one no one's friendly to each you know she's not friendly to anyone over there so it's, it's hard to work well when you don't have a relationship.”

Sergeant Kenneth Findlay: “Yeah.”

Fleet Supervisor Dianna Langley: “So, it's very difficult.”

Sergeant Kenneth Findlay: “When you look at this do you feel that this is a deliberate action like she's just flat out refusing to do this?”

Fleet Supervisor Dianna Langley: "I, I would say that's a refusal to do anything. You cannot have that many errors, you know, in that short amount of time if you were doing something. This is, this is to me I don't want to do it, or I refuse to do it, or I don't know how to fix it and I'm not calling anyone to ask for help, but I know me and my associate Sandra Harrison have spoken to Emma on occasion to assist her with anything she's ever ask for. So, I do that for everybody I would never not help somebody out but this to me to be a deliberate act of doing nothing, but that's just my opinion."

Sergeant Kenneth Findlay: "Ok."

Fleet Supervisor Dianna Langley: "That's just my opinion (her cell phone ringing again) sorry about that."

Sergeant Kenneth Findlay: "Ok is there is there anything else you would like to add I know that we're where we kind of, I think I understand everything as where you've established the primary responsibility for this in particular rests with Emma Loisel and then?"

Fleet Supervisor Dianna Langley: "In this particular situation yes or any secretary."

Sergeant Kenneth Findlay: "The secretary is going to run this and in this case in this case it's going to be Emma Loisel?"

Fleet Supervisor Dianna Langley: "Correct."

Sergeant Kenneth Findlay: "And Alan Hall didn't double check; I guess or have enough relationship to verify?"

Fleet Supervisor Dianna Langley: "The sergeant, I can say if he would have saw I don't know if he was seeing this report. Or even if he knew the report was available. But he could always be looking at car files. I can't speak but apparently I would assume that he's not seeing the report or he would have or this would have come up a long time ago."

Sergeant Kenneth Findlay: "Yes."

Fleet Supervisor Dianna Langley: "I, I, I, I would think because anyone in their right mind that looks at this says why are there three entries for the same date the same mileage. Even if you don't know what you're doing. O would think even if you didn't have the knowledge about how that report, I would think that, really, why is that there's all those duplications for the same thing, it doesn't seem like it would be an error or a duplicate. But so, he might not have been privy to that report, but I think I gave him access right after she left. So, if he didn't have access to the FleetLE database so he was just never seeing it, he was probably looking in the car file.

Sergeant Kenneth Findlay: "And as you said, you were verifying that their services were getting done as they were supposed to be.

Fleet Supervisor Dianna Langley: "Absolutely, absolutely. There's not one in this report that was late or early

Sergeant Kenneth Findlay: "Yes ok unfortunately for Lieutenant Campbell the buck has to stop with him too because it's his barracks."

Fleet Supervisor Dianna Langley: "It's his barracks, it's unfortunate because to me it's just clearly a lack of communication and I don't, I don't think there hasn't been people trying but you know unfortunately he gets held accountable for the actions of his people and his barracks so I think they are kind of caught him and sergeant are kind of caught in in this pin wheel of so but they are getting serviced they are doing that they said it's just not being reflected in their in their records."

Sergeant Kenneth Findlay: "So, there's no way to verify other than spending a lot of leg work?"

Fleet Supervisor Dianna Langley: "Uh huh absolutely and this is completely cleaned up from now on. I've made every correction to this, and I think that was as of November 9th I made every correction so moving forward it should be a very simple process for Hall or for whoever and any of the secretaries that is filling in for the vacancy to stay on top of it."

Sergeant Kenneth Findlay: "Ok, alright is there anything else?"

Fleet Supervisor Dianna Langley: "No."

Sergeant Kenneth Findlay: "Ok is everything you told me true and factual?"

Fleet Supervisor Dianna Langley: "Absolutely."

Sergeant Kenneth Findlay: "Well, this is the time that I issue you the order not to discuss this I.A. with anybody else so we don't compromise it's integrity."

Fleet Supervisor Dianna Langley: "Ok."

Sergeant Kenneth Findlay: "Ok, alright the time is now 11:28 and I'll conclude the interview."