



2023 Rasier-DC, LLC (Uber) Third-Party Auditor's Agreed-Upon Procedures Report on Pick-up Fees at the Fort Lauderdale-Hollywood International Airport and Port Everglades

Office of the County Auditor

Agreed-Upon Procedures Report

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Agreed-Upon Procedures Applied by Uber's Third-Party Auditor:
Armanino LLP

Report No. 24-14
March 28, 2024



OFFICE OF THE COUNTY AUDITOR

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March 28, 2024

Honorable Mayor and Board of County Commissioners:

Pursuant to the Operating Agreement (Agreement) for Transportation Network Company (TNC) Services at Fort Lauderdale-Hollywood International Airport (FLL Airport) and Port Everglades (Port) executed between Broward County and Rasier-DC, LLC (Uber) on March 10, 2020, our Office worked with the FLL Airport, Port, and Uber to develop the Agreed-Upon Procedures (AUP) that are performed by a third-party auditor (TPA) engaged by Uber. The purpose of the AUP is to provide reasonable assurance over the completeness and accuracy of reported Pick-ups and associated Pick-up Fees related to Uber's operations at the FLL Airport and the Port. The AUP is conducted on an annual basis and the period covered in this report was Calendar Year (CY) 2023, from January 1, 2023, to December 31, 2023. The total Pick-up Fees paid by Uber for CY 2023 are \$5,056,332 and \$222,482 for the FLL Airport and Port, respectively.

The TPA's complete report on applying the AUP is attached as **Appendix A** to this report. We summarized the results from TPA's report in **Figure 1** below.

Figure 1. Summary of Results

Objectives	FLL Airport	Port Everglades
1. Accuracy of Pick-up Fee trigger for Pick-up inside Geofence (<i>Note 1</i>)	Completed without exceptions	Completed without exceptions
2. Monthly payment file completeness	Completed without exceptions	Completed without exceptions
3. Monthly payment file accuracy	Completed without exceptions	Completed without exceptions

Source: Prepared by the Office of the County Auditor with information obtained from Uber's TPA.

Note 1: Geofence means the virtual boundary around the physical geographical area that is the FLL Airport and Port property corresponding with the set of coordinates defining that area. It prohibits TNC drivers from receiving any requests for any passenger Pick-ups at the FLL Airport and Port while the TNC vehicle is located within the FLL Airport or Port property.

The engagement to apply the AUP was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. The AUP is not designed

to constitute an audit or review of the FLL Airport's, Port's or TNC's accounting records. This report is intended solely for the use of the TNC and Broward County and should not be used by anyone else other than these specific parties. However, this report will be public record and its distribution is not limited.

During the AUP process, the FLL Airport's ground transportation management contractor and Port's security contractor provided the assistance to conduct independent trip observations. We coordinated the timing and frequency of procedures directly with the TPA. We appreciate the cooperation and assistance provided by the FLL Airport and Port staff and their contractors throughout the process.

Respectfully submitted,



Bob Melton, County Auditor

cc: Monica Cepero, County Administrator
Andrew Meyers, County Attorney
Kimm Campbell, Deputy County Administrator
Michael Ruiz, Assistant County Administrator
Mark Gale, CEO/Director, Aviation Department
Glenn Wiltshire, Acting Director, Port Everglades Department

APPENDIX A –
UBER'S THIRD-PARTY AUDITOR'S
AGREED-UPON PROCEDURES REPORT

Rasier-DC, LLC

Agreed-Upon Procedures

December 31, 2023



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INDEPENDENT ACCOUNTANT'S REPORT ON APPLYING AGREED-UPON
PROCEDURES

To the Management of Rasier-DC, LLC:

We have performed the procedures enumerated on pages 2 to 9 of this report, which were agreed to by Rasier-DC, LLC ("Rasier"), Uber Technologies, Inc. ("Uber") and Broward County, solely to assist you in evaluating the completeness and accuracy of Pick-up Fees remitted by Rasier to Broward County for the period January 1, 2023 to December 31, 2023 as required by the Operating Agreement For Transportation Network Company Services At Fort Lauderdale-Hollywood International Airport And Port Everglades Between Broward County and Rasier-DC, LLC, which was fully executed on March 10, 2020. Rasier management is responsible for the completeness and accuracy of Pick-up Fees remitted by Rasier to Broward County as required by the Operating Agreement For Transportation Network Company Services At Fort Lauderdale-Hollywood International Airport and Port Everglades Between Broward County and Rasier-DC, LLC, which was fully executed on March 10, 2020. The sufficiency of these procedures is solely the responsibility of the parties specified in this report. Consequently, we make no representation regarding the sufficiency of the procedures enumerated below either for the purpose for which this report has been requested or for any other purpose.

The procedures performed and results thereof are listed in Attachment I.

This agreed-upon procedures engagement was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. We were not engaged to and did not conduct an examination or review, the objective of which would be the expression of an opinion or conclusion, respectively, on Pick-up Fees remitted to Broward County as required by the Operating Agreement For Transportation Network Company Services At Fort Lauderdale-Hollywood International Airport and Port Everglades Between Broward County and Rasier-DC, LLC, which was fully executed on March 10, 2020. Accordingly, we do not express such an opinion or conclusion. Had we performed additional procedures, other matters might have come to our attention that would have been reported to you.

We are required to be independent of Raiser and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements related to our agreed-upon procedures engagement.

This report is intended solely for the information and use of Rasier-DC, LLC, Uber Technologies, Inc., and Broward County, and is not intended to be, and should not be, used by anyone other than these specified parties.

Armanino LLP

Armanino^{LLP}
San Ramon, California

March 7, 2024

ATTACHMENT I - PROCEDURES AND FINDINGS

Section 1 - Fort Lauderdale Hollywood International Airport

Part A. Independent Count of Actual Observed Pick-ups (Performed by the Airport's Contractor)

Part B. Payment File Validation (Performed by Armanino)

Procedure Ref #	Agreed Upon Procedures Performed	Result
<i>Objective 1 - Accuracy of Pick-Up Fee Trigger for Pick-Up Inside Geofence</i>		
1	Obtain from the Airport personnel the Airport - Rasier-DC, LLC Monthly Report ("FLL Payment File") and from Port Everglades personnel the Port Everglades - Rasier-DC, LLC Monthly Report ("POE Payment File"), which were remitted to Broward County by Uber, for each of the sampled months. As an alternative, these Monthly Reports can be provided to the Third Party Auditor ("TPA") by the Office of the County Auditor.	Completed without exception.
2	<p>Obtain from the Office of the County Auditor Observation Forms completed for all Pick-ups per Part A above, including the pictures of the license plates and / or waybills. Compile the data from the Observation Forms validating it by reviewing the related pictures. If a waybill is provided, use the information from the waybill. For each sampled month with more than 10 Pick-ups observed in procedure 1 of Part A, determine the first 10 Pick-ups by Pick-up time and the remaining Pick-ups are to be used as replacement Pick-ups (see procedure 3 below for when to use replacement Pick-ups). For each of the 10 Pick-ups observed at the Airport, (if more than 10 Pick-ups observed, then, for the first 10 pick-ups), within the "FLL Payment File" and the "POE Payment File" for the month in which the Pick-up was observed, filter column First 3 Digits of License for the first 3 digits of the license plate number of the vehicle, and then filter column Date & Time for the date and time of the Pick-up. Identify any Pick-ups within +/- thirty minutes of the time recorded during observation. Verify:</p> <ul style="list-style-type: none"> a. Pick-ups observed in Part A were <u>included</u> in the "FLL Payment File" as Pick-ups. b. Pick-ups observed in Part A were <u>excluded</u> from the "POE Payment File" as Pick-ups. <p><i>Note 1: Armanino noted a variance in the Latitude and Longitude between the Uber Query and the Payment Files for all 10 Pick-ups for the month of October 2023. Armanino followed up with Uber for an explanation. After research, it was noted that the slight</i></p>	Completed without exception (see <i>Note 1</i>).

	<i>differences are due to the "pickup completed" locations being different from the "offer made/assigned job" locations. The Uber Query used the "pickup completed" locations whereas the Payment Files used the "offer made/assigned job" locations. The "pickup completed" locations should have been used in the Payment Files. Armanino reconciled the total trips for October 2023 between the query and payment files in procedure 5 and did not note any discrepancies. Based on the additional information provided, Armanino did not note any exceptions.</i>	
3	<p>For exceptions identified in procedure 2 above, obtain and review additional supporting documentation from Uber's records (e.g., a screenshot of the driver's app screen, document showing that the driver was not paid for the Pick-up, etc.) to corroborate the cause of the discrepancy (e.g., a cancellation, etc.):</p> <ol style="list-style-type: none"> a. If any Pick-ups are confirmed to be cancellations through the review of the additional supporting documentation, replace such cancelled Pick-ups with the replacement Pick-ups and perform procedure 2 above. b. Determine what is the effect of these exceptions on the Pick-up Fee paid / due to the County. <p><i>Note 2: Armanino noted four trips that were observed in Part A that were not included in the FLL Payment File or the POE Payment File. Armanino contacted Uber to obtain an explanation. After further research, it was determined that each of these four trips were cancelled before they could be completed. For these cancelled trips, Armanino obtained additional supporting documentation in the form of a screenshot from Uber's systems for the trip in question and documentation showing the driver was not paid in order to corroborate the cancellation status shown by Uber in Uber's records/query output. Based on the evidence reviewed, Armanino did not note any instances of Uber's system improperly showing a trip with a cancelled status.</i></p>	Completed without exception (see Note 2).
Objective 2 - Monthly Payment File Completeness		
4	Obtain from Rasier personnel, for each of the sampled months, a query output ("FLL Query Results") of Pick-ups at the Airport. The query outputs contain the Pick-up date, Pick-up time, latitude of a Pick-up location, longitude of a Pick-up location, and the first three digits of the license plate of a vehicle.	Completed without exception.
5	For each of the sampled months, agree the total number of Pick-ups in the "FLL Payment File" obtained in procedure 1 to the total number of Pick-ups in the "FLL Query Results" generated in procedure 4. Identify any differences and provide such Pick-up	Completed without exception.

	<p>information to Rasier asking for an explanation and documentation with any additional data / information to support such explanations. Conclude and document the reasons for each difference noted and procedures performed. Determine whether the differences will result in any understated / underpaid or overstated / overpaid Pick-up Fees and what is the associated dollar amount attributable to such differences.</p> <p><i>See Exhibit B below for further detail.</i></p>	
6	<p>For each of the 30 Pick-ups observed in Part A (and completed in Part B, procedure 2) above, from the "FLL Query Results", obtain the Pick-up Record containing the Pick-up date, Pick-up time, latitude of a Pick-up location, longitude of a Pick-up location, and the first three digits of the license plate of the vehicle.</p>	Completed without exception.
7	<p>Follow detailed procedures in Exhibit I [B. Drawing Geojson Maps] to plot the geofence for the Airport in geojson.io.</p> <p>If the geofence at the Airport changes during the calendar year 2023, the new coordinates will be provided to the TPA as an addendum to the AUP once the new geofence is implemented by the TNC.</p> <p><i>See Exhibit I below for more detail.</i></p>	Completed without exception.
8	<p>For each of the 30 Pick-ups, using data obtained from procedure 6, plot the Pick-up location using the latitude / longitude coordinates from the Pick-up Record into the geojson.io map drawn in procedure 7 by following the procedures defined in Exhibit II [C. Plotting Ride Pick-up Coordinates]:</p> <ol style="list-style-type: none"> a. Based on the plotting performed in procedure 8, verify whether the Pick-up occurred inside or outside the Airport geofence drawn in procedure 7. b. For the Pick-ups <u>within</u> the Airport geofence (as determined in procedure 8a), verify the "FLL Payment File" obtained in procedure 1 and agree the latitude / longitude and date / time of the Pick-up for the sample to the "FLL Payment File". c. For selections made that had a Pick-up <u>outside</u> of the Airport geofence (as determined in procedure 8a), verify the "FLL Payment File" obtained in procedure 1 and agree the latitude / longitude and date / time of samples are not included in the "FLL Payment File". 	Completed without exception.
Objective 3 - Monthly Payment File Accuracy		
9	<p>Based on the conclusion in procedure 5, determine whether the total Pick-up Fee for each of the sampled months per the "FLL Payment File" obtained in procedure 1 is calculated accurately. If for any of</p>	Completed without exception.

	the months it is not calculated accurately, determine the dollar amounts and the percentages of the monthly Pick-up Fees that were understated / underpaid or overstated / overpaid.	
10	<p>Pursuant to Section 7.3.4 of Transportation Network Company ("TNC's") agreement with the County, if the percentage of understated or underpaid Pick-up Fees as identified in procedure 5 is three percent (3%) or more during the three months selected for this AUP, the TNC shall pay to County the error rate identified multiplied by the total Pick-Up Fees for the applicable calendar year being audited. Based on the conclusion in procedure 9, determine the dollar amount to be paid to the County.</p> <p><i>See Exhibit B for more detail.</i></p>	Completed without exception.
Reporting		
11	The final AUP report should be issued simultaneously to Uber and the County no later than 90 days after December 31, 2023. An extension may be granted by the Director of Aviation upon a written request by the TPA or TNC.	Completed without exception.
12	In the final AUP report, document descriptions of exceptions identified if any, additional procedures performed to validate the exceptions, and conclusions based on TPA's review of additional supporting documentation.	Completed without exception.

Section 2 - Port Everglades

Part A. Independent Count of Actual Observed Pick-ups (Performed by the Port's Contractor)

Part B. Payment File Validation (Performed by Armanino)

Procedure Ref #	Agreed Upon Procedures Performed	Result
<i>Objective 1 - Accuracy of Pick-up Fee Trigger for Pick-up Inside Geofence</i>		
1	Obtain from the Airport personnel the Airport - Rasier-DC, LLC Monthly Report ("FLL Payment File") and from Port Everglades personnel the Port Everglades - Rasier-DC, LLC Monthly Report ("POE Payment File"), which were remitted to Broward County by Uber, for each of the sampled months. As an alternative, these Monthly Reports can be provided to the TPA by the Office of the County Auditor. (Note: The same reports are initially obtained in Section 1 - Fort Lauderdale Hollywood International Airport, Part B).	Completed without exception.
2	Obtain from the Office of the County Auditor Observation Forms completed for all Pick-ups per <i>Part A</i> above, including the pictures of the license plates and / or waybills. Compile the data from the Observation Forms validating it by reviewing the related pictures. If a waybill is provided, use the information from the waybill. For each sampled month with more than 10 Pick-ups observed in procedure 1 of Part A, determine the first 10 Pick-ups by Pick-up time and the remaining Pick-ups are to be used as replacement Pick-ups (see procedure 3 below for when to use the replacement Pick-ups). For each of the 10 Pick-ups observed at the Port Everglades, (if more than 10 pick-ups observed, then, for the first 10 pick-ups), within the "FLL Payment File" and the "POE Payment File" for the month in which the Pick-up was observed, filter column First 3 Digits of License for the first 3 digits of the license plate number of the vehicle, and then filter column Date & Time for the date and time of the Pick-up. Identify any Pick-ups within +/- thirty minutes of the time recorded during the observation. Verify: <ul style="list-style-type: none"> a. Pick-ups observed in Part A were <u>included</u> in the "POE Payment File" as Pick-ups. b. Pick-ups observed in Part A were <u>excluded</u> from the "FLL Payment File" as Pick-ups. 	Completed without exception.
3	For exceptions identified in procedure 2 above, obtain and review additional supporting documentation from Uber's records (e.g., a screenshot of the driver's app screen, document showing that the	Completed without exception (see <i>Note 3</i>).

	<p>driver was not paid for the Pick-up, etc.) to corroborate the cause of the discrepancy (e.g., a cancellation, etc.):</p> <ol style="list-style-type: none"> a. If any Pick-ups are confirmed to be cancellations through the review of the additional supporting documentation, replace such cancelled Pick-ups with the replacement Pick-ups and perform procedure 2 above. b. Determine what is the effect of these exceptions on the Pick-up Fee paid / due to the County. <p><i>Note 3: Armanino noted two trips that were observed in Part A that were not included in the FLL Payment File or the POE Payment File. Armanino contacted Uber to obtain an explanation. After further research, it was determined that each of these two trips were cancelled before they could be completed. For these cancelled trips, Armanino obtained additional supporting documentation in the form of a screenshot from Uber's systems for the trip in question and documentation showing the driver was not paid in order to corroborate the cancellation status shown by Uber in Uber's records/query output. Based on the evidence reviewed, Armanino did not note any instances of Uber's system improperly showing a trip with a cancelled status.</i></p>	
Objective 2 - Monthly Payment File Completeness		
4	Obtain from Rasier personnel, for each of the sampled months, a query output ("POE Query Results") of Pick-ups at Port Everglades. The query outputs contain the Pick-up date, Pick-up time, latitude of a Pick-up location, longitude of a Pick-up location, and the first three digits of the license plate of a vehicle.	Completed without exception.
5	For each of the sampled months, agree the total number of Pick-ups in the "POE Payment File" obtained in procedure 1 to the total number of Pick-ups in the "POE Query Results" generated in procedure 4. Identify any differences and provide such Pick-up information to Rasier asking for an explanation and documentation with any additional data / information to support such explanations. Conclude and document the reasons for each difference noted and procedures performed. Determine whether the differences will result in any understated / underpaid or overstated / overpaid Pick-up Fees and what is the associated dollar amount attributable to such differences. <i>See Exhibit B below for further detail.</i>	Completed without exception.
6	For each of the 30 Pick-ups observed in Part A (and compiled in Part B , procedure 2) above, from the "POE Query Results", obtain the Pick-up Record containing the Pick-up date, Pick-up	Completed without exception.

	time, latitude of a Pick-up location, longitude of a Pick-up location, and the first three digits of the license plate of the vehicle.	
7	<p>Follow detailed procedures in Exhibit I [B. Drawing Geojson Maps] to plot the geofence for Port Everglades in geojson.io.</p> <p>If the geofence at the Port Everglades changes during the calendar year 2023, the new coordinates will be provided to the TPA as an addendum to the AUP once the new geofence is implemented by the TNC.</p> <p><i>See Exhibit I below for further detail.</i></p>	Completed without exception.
8	<p>For each of the 30 Pick-ups, using data obtained from procedure 6, plot the Pick-up location using the latitude / longitude coordinates from the Pick-up Record into the geojson.io map drawn in procedure 7 by following the procedures defined in Exhibit II [C. Plotting Ride Pick-up Coordinates]:</p> <ol style="list-style-type: none"> a. Based on the plotting performed in procedure 8, verify whether the Pick-up occurred inside or outside the Port Everglades geofence drawn in procedure 6. b. For the Pick-ups <u>within</u> the Port Everglades geofence (as determined in procedure 8a), verify the "POE Payment File" obtained in procedure 1 and agree latitude / longitude and date / time of the Pick-up for the sample to the "POE Payment File". c. For selections made that had a Pick-up <u>outside</u> of the Port Everglades geofence (as determined in procedure 8a), verify the "POE Payment File" obtained in procedure 1 and agree latitude / longitude and date / time of samples are not included in the "POE Payment File". 	Completed without exception.
Objective 3 - Monthly Payment File Accuracy		
9	<p>Based on the conclusion in procedure 5, determine whether the total Pick-up Fee for each of the sampled months per the "POE Payment File" obtained in procedure 1 is calculated accurately. If for any of the months it is not calculated accurately, determine the dollar amounts and the percentages of the monthly Pick-up Fees that were understated / underpaid or overstated / overpaid.</p> <p><i>See Exhibit B below for further detail.</i></p>	Completed without exception.
10	<p>Pursuant to Section 7.3.4 of TNC's agreement with the County, if the percentage of understated or underpaid Pick-up Fees as identified in procedure 5 is three percent (3%) or more during the three months sampled for this AUP, the TNC shall pay to County</p>	Completed without exception.

	the error rate identified multiplied by the total Pick-up Fees for the applicable calendar year being audited. Based on the conclusion in procedure 9, determine the dollar amount to be paid to the County.	
<i>Reporting</i>		
11	The final AUP report should be issued simultaneously to Uber and the County no later than 90 days after December 31, 2023. An extension may be granted by the Port Director upon a written request by the TPA or TNC.	Completed without exception.
12	In the final AUP report, document descriptions of exceptions identified if any, additional procedures performed to validate the exceptions, and conclusions based on TPA's review of additional supporting documentation.	Completed without exception.

Exhibit A. Part A. Independent Count of Actual Observed Pick-ups (Performed by the Airport's and Port's Contractors)

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Exhibit B - Analysis of Pick-ups and Pick-up Fee Payments

Fort Lauderdale Hollywood International Airport

	Total Number of Pick-ups			Payments by Month*		
	A.	B.	C.	D.	E.	F.
	Total # of Pick-ups per Uber Report	Total # of Pick-ups per Armanino Recalculation	Variance (B. – A.)	Total Pick-up Fee \$ per Uber Report	Recalculated Pick-up Fee per Armanino Recalculation (B. * \$3.00)	Variance (E. – D.)
May 2023	139,378	139,378	-	\$418,134	\$418,134	\$ -
August 2023	131,109	131,109	-	\$393,327	\$393,327	\$ -
October 2023	146,070	146,070	-	\$438,210	\$438,210	\$ -
Total of all months	416,557	416,557	-	\$1,249,671	\$1,249,671	\$ -

Port Everglades

	Total Number of Pick-ups			Payments by Month*		
	A.	B.	C.	D.	E.	F.
	Total # of Pick-ups per Uber Report	Total # of Pick-ups per Armanino Recalculation	Variance (B. – A.)	Total Pick-up Fee \$ per Uber Report	Recalculated Pick-up Fee per Armanino Recalculation (B. * \$2.00)	Variance (E. – D.)
May 2023	4,037	4,037	-	\$8,074	\$8,074	\$ -
August 2023	2,725	2,725	-	\$5,450	\$5,450	\$ -
October 2023	5,328	5,328	-	\$10,656	\$10,656	\$ -
Total of all months	12,090	12,090	-	\$24,180	\$24,180	\$ -

* Note 4: Payment by Month are based on Pickups only.

Exhibit I - Screenshots of Geofence from geojson.io

Fort Lauderdale Hollywood International Airport

Not secure | http://geojson.io/#map=13.22/26.07234/-80.15112

Hubquarters - Home | Workiva - Certificati... | Calendar | CPE Lear... | BeneFlex | Ultipro | Home | Lattice | Armano - Prod... | Elevate Learn | StaffTrak | Navia Benefit Soluti...

geojson.io powered by mapbox Sign up for Mapbox

Open Save New Meta Search

271 +
272 +
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274 26.079775904
275],
276 +
277 -80.166322524,
278 26.078571084
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280 +
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290 26.079775904
291],
292 +
293],
294 +
295],
296],
297]

Port Everglades

Not secure | http://geojson.io/#map=13.26/26.08776/-80.11941

Hubquarters - Home | Workiva - Certificati... | Calendar | CPE Lear... | BeneFlex | Ultipro | Home | Lattice | Armano - Prod... | Elevate Learn | StaffTrak | Navia Benefit Soluti...

geojson.io powered by mapbox Sign up for Mapbox

Open Save New Meta Search

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49 +
50],
51],
52]

Exhibit II - Geofence Latitude/Longitude Coordinates

Fort Lauderdale Hollywood International Airport (this geofence is effective February 26, 2022)

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Port Everglades (this is a "Pick-up" Fee geofence effective August 13, 2022)

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