

2022 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

Robert Melton, CPA, CIA, CFE, CIG County Auditor

Report Team:

Kathie-Ann Ulett, CPA, CFE, Deputy County Auditor Jenny Jiang, CPA, CIA, Audit Manager Kateryna I Shynkaryuk, CPA, CIA, Audit Senior

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

Armanino LLP

Report No. 23-15 May 18, 2023



OFFICE OF THE COUNTY AUDITOR

115 S. Andrews Avenue, Room 520 • Fort Lauderdale, Florida 33301 • 954-357-7590 • FAX 954-357-7592

May 18, 2023

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 (Airport) and Port Everglades (Port) executed between Broward County and Rasier-DC, LLC (Uber) on March 10, 2020, our Office worked with the 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 completeness and accuracy of reported Pick-ups and associated Pick-up Fees related to Uber's operations at the Airport and the Port. The AUP is conducted on an annual basis and the period covered in this report is January 1, 2022, to December 31, 2022.

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
Accuracy of Pick-up Fee trigger for Pick-up inside Geofence	No exceptions	No exceptions
2. Monthly payment file completeness	No exceptions	No exceptions
3. Monthly payment file accuracy	No exceptions	No exceptions

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

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 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 a public record and its distribution is not limited.

During the AUP process, the 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 Airport and Port staff and their contractors throughout the process.

Respectfully submitted,

Bot melton

Bob Melton, County Auditor

cc: Monica Cepero, County Administrator

Andrew Meyers, County Attorney

Kimm Campbell, Deputy County Administrator

Kevin Kelleher, Assistant County Administrator

Mark Gale, CEO/Director, Aviation Department

Jonathan Daniels, CEO/Director, Port Everglades Department

2022 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

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

Rasier-DC, LLC

Agreed-Upon Procedures

December 31, 2022



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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. and Broward County (collectively, the "Specified Parties"), 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, 2022 to December 31, 2022 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 Specified Parties have agreed to and acknowledged that the procedures performed are appropriate to meet the intended purpose of evaluating the completeness and accuracy of pick-up fees remitted by Raiser to Broward County. This report may not be suitable for any other purpose. The procedures performed may not address all the items of interest to a user of this report and may not meet the needs of all users of this report and, as such, users are responsible for determining whether the procedures performed are appropriate for their purposes.

The procedures performed and results thereof are listed in Attachment 1.

We were engaged by Raiser to perform this agreed-upon procedures engagement and conducted our engagement 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 engagement, 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, for the period January 1, 2022 through December 31, 2022. 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.

 $Armanino^{LLP} \\$

San Ramon, California

April 26, 2023



<u>ATTACHMENT I - PROCEDURES AND FINDINGS</u>

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
	Accuracy of Pick-Up Fee Trigger for Pick-up Inside Geofence	Result
1	Obtain from Airport personnel the Airport - Rasier-DC, LLC Monthly Report ("FLL Payment File") and from Port personnel the Port Everglades - Rasier-DC, LLC Monthly Report ("POE Payment File"), which were remitted to Broward County by Rasier, for each of the selected months.	Completed without exception.
	Obtain from the Office of the County Auditor Observation Forms completed for 30 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. For each pick-up observed at the Airport, 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 the trip was taken. Identify any trips that started within +/- thirty minutes of the time recorded during the observation. Verify:	Completed without exception.
2	 a. Trips observed in Part A were included in the "FLL Payment File" as pick-ups. b. Trips observed in Part A were excluded from the "POE Payment File" as pick-ups. Note 1: Armanino noted one instance of missing or illegible waybill numbers in the pictures provided. To complete the data set for Procedure 2, Armanino used the legible data from the pictures and Observation Forms (e.g., full license plate number, timestamp, etc.), 	
	and additional information requested from Rasier. Rasier provided the information via extraction from its systems and demonstrated each extraction via screenshare.	

3	For the cancelled trips, obtain and review additional supporting documentation from Uber that would corroborate the cancellation status in Uber's records/query output (e.g., a screenshot of the driver's app screen, document showing that the driver was not paid for the trip, etc.). Note 2: Armanino noted three trips that were observed in Part A that were not included in the FLL Payment File or the POE Payment File. Armanino contacted Rasier to obtain an explanation. After further research, it was determined that each of these three trips were cancelled before they could be completed. For these cancelled trips, Armanino obtained additional supporting documentation in the form of a screenshot from Rasier's systems for the trip in question and documentation showing the driver was not paid in order to corroborate the cancellation status shown by Rasier in Rasier's records/query output. Based on the evidence reviewed, Armanino did not note any instances of Rasier's system improperly showing a trip with a cancelled status.	Completed without exception.
Objective 2 -	- Monthly Payment File Completeness	
4	Obtain from Rasier personnel, for each of the selected months, a query output ("FLL Query Results") of trips that were picked-up at the Airport. The query outputs contain trip date, pick-up time, latitude of pick-up location, longitude of pick-up location, and the first three digits of the license plate of the car.	Completed without exception.
5	For each of the selected months, agree the total number of records in "FLL Payment File" obtained in procedure 1 to the total number of records in "FLL Query Results" generated in procedure 4. Identify any differences and provide such trip information to Rasier asking for support with any additional data, conclude and document the reasons for each difference noted. Determine whether the differences will result in any understated/underpaid or overstated/overpaid pick-up fees.	Completed without exception.
	See Exhibit B below for further detail. Note 3: Armanino noted a variance of 3 pick-up trips for January 2022 and referred these pick-up trips to Rasier for further research. Rasier stated this variance in trips was a result of data "settling." Rasier defined data settling as follows, "When we run our queries, we are querying straight from tables that are in our analytics warehouses. Information in that warehouse is populated by data pipelines from our raw data sources. Because of the vast volume of data that is moved, there are sometimes a small number of trips that take some time to make its way to the table- hence the data settling." This has as financial impact of \$9.	

6	For each of the 30 trips observed in Part A (and compiled in Part B, procedure 2) above, from the "FLL Query Results", obtain the Trip Record containing trip date, pick-up time, latitude of pick-up location, longitude of pick-up location, and the first three digits of the license plate of the vehicle.	Completed without exception.
7	Follow detailed procedures in Exhibit 1 [B. Drawing Geojson Maps] to plot the geofence for the Airport in geojson.io. The geofence at the FLL Airport changed during calendar year 2022. Rasier implemented the new geofence effective February 26, 2022. Section B.2 of Exhibit 1 [B. Drawing Geojson Maps] includes two sets of geofence coordinates: prior to and after the change. See Exhibit 1 below for more detail.	Completed without exception.
8	For each of the 30 trips, using data obtained from procedure 6, plot the pick-up location of the trip using the latitude/longitude coordinates from the Trip Record into the geojson.io map drawn in procedure 7 by following the procedures defined in Exhibit 1 [C. Plotting Ride Pick-up Coordinates]: a. Based on the plotting performed in procedure 8, verify whether the trip pick-up occurred inside or outside the Airport geofence drawn in procedure 7. b. For the trips with pick-ups within 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 selection to the "FLL Payment File". c. For selections made that had a pick-up outside 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	Based on the conclusion in procedure 5, determine whether the total Pick-up Fee for each of the selected months per the "FLL Payment File" obtained in procedure 1 is calculated accurately. Note 4: Armanino recalculated the total pick-up trip fee for each of the monthly payments by multiplying the total record count of Pickups in the "FLL Query Results" obtained in procedure 4 by \$3.00 for each of the selected months. After review, Armanino noted a variance of 3 pick-up trips for January 2022. Per Rasier, this is a result of data settling and has a financial impact of \$9. See Procedure Ref #5 for additional details.	Completed without exception.

10	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 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. Note 5: Armanino noted an underreporting of 3 pick-up trips in January 2022 for Fort Lauderdale Hollywood International Airport in procedure 5 above that resulted in an underpayment of \$9, which is below the 3% threshold and therefore does not constitute an exception for procedure 10. See Exhibit B for more detail.	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, 2022. An extension may be granted by the Director of Aviation upon a written request by the TPA.	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				
Objective 1 - Accuracy of Pick-Up Fee Trigger for Pick-up Inside Geofence						
1	Obtain from Airport personnel the Airport - Rasier-DC, LLC Monthly Report ("FLL Payment File") and from Port personnel the Port Everglades - Rasier-DC, LLC Monthly Report ("POE Payment File"), which were remitted to Broward County by Uber, for each of the selected months. (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 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. For each pick-up observed at Port Everglades, 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 the trip was taken. Identify any trips that started within +/- thirty minutes of the time recorded during the observation. Verify:	Completed without exception.				
	 a. Trips observed in <i>Part A</i> were <u>included</u> in the "POE Payment File" as pick-ups. b. Trips observed in Part A were <u>excluded</u> from the "FLL Payment File" as pick-ups. 					
3	For the cancelled trips, obtain and review additional supporting documentation from Uber that would corroborate the cancellation status in Uber's records/query output (e.g., a screenshot of the driver's app screen, document showing that the driver was not paid for the trip, etc.).	Completed without exception.				
Objective 2 -	Objective 2 - Monthly Payment File Completeness					
4	Obtain from Rasier personnel, for each of the selected months, a query output ("POE Query Results") of trips that were picked-up at Port Everglades. The query outputs contain trip date, pick-up time, latitude of pick-up location, longitude of pick-up location, and the first three digits of the license plate of the car.	Completed without exception.				

		Completed
	For each of the selected months, agree the total number of records in the "POE Payment File" obtained in procedure 1 to the total number of records in the "POE Query Results" generated in procedure 4. Identify any differences and provide such trip information to Rasier asking for support with any additional data, conclude and document the reasons for each difference noted. Determine whether the differences will result in any understated/underpaid or overstated/overpaid Pick-up Fees.	without exception.
	See Exhibit B below for further detail.	
5	Note 6: Armanino noted there was a variance in reported pick-up trips for September 2022 between the POE Query Results and the POE Payment File. The POE Query Results reported a total of 2,754 pick-up trips whereas the POE Payment File reported a total of 6,544 pick-up trips. Armanino inquired of Rasier regarding the variance. After research, Rasier confirmed the total number of trips as 6,544 for September 2022. Furthermore, Rasier explained, "the report you received, which is generated manually and sometimes encounters human error, had 6,544 pickups and 3,790 drop offs (10,334 total trips). I suspect the pickup section of the report included both pick-ups and drop-offs due to the math adding up." Armanino reconciled all pick-ups reported to the County within the POE Payment File to the pickups and drop-offs within the PEO Query Results without exception.	
6	For each of the 30 trips observed in Part A (and compiled in Part B, procedure 2) above, from the "POE Query Results", obtain the Trip Record containing trip date, pick-up time, latitude of pick-up location, longitude of pick-up location, and the first three digits of the license plate of the vehicle.	Completed without exception.
	Follow detailed procedures in Exhibit 2 [B. Drawing Geojson Maps] to plot the geofence for Port Everglades in geojson.io.	Completed without exception.
7	The geofence at Port Everglades changed during calendar year 2022. Rasier implemented the new geofence effective August 13, 2022. Section B.2 of Exhibit 1 [B. Drawing Geojson Maps] includes two sets of geofence coordinates prior to and after the change. See Exhibit 1 below for further detail.	one puon
		Completed
8	For each of the 30 trips, using data obtained from procedure 6, plot the pick-up location of the trip using the latitude/longitude coordinates from the Trip Record into the geojson.io map drawn in procedure 7 by following the procedures defined in Exhibit 2 [C. Plotting Ride Pick-up Coordinates]:	without exception.

	 a. Based on the plotting performed in procedure 8, verify whether the trip pick-up occurred inside or outside the Port Everglades geofence drawn in procedure 6. 	
	b. For the trips with 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 the latitude/longitude and date/time of the pick-up for the selection 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 the latitude/longitude and date/time of samples are not included in the "POE Payment File."	
Objective 3 -	Monthly Payment File Accuracy	
	Based on the conclusion in procedure 5, determine whether the total Pick-up Fee for each of the selected months per the "POE Payment File" obtained in procedure 1 is calculated accurately.	Completed without exception.
	See Exhibit B below for further detail.	
9	Note 7: The "Total Pick-up Trip Fee \$ per Uber Report" was calculated as follows: pickups of 6,544 * \$2.00 = \$13,088 based on pickups in the September 2022 POE Payment Files. The "Recalculated Pickup Trip Fee Armanino Recalculation" was calculated as follows: pickups of 2,754 * \$2.00 = \$5,508. Once it was confirmed that the POE Payment File reported the incorrect number of pickup trips (see Note 6 above), Armanino requested Rasier to provide supporting documentation that there was no overpayment for September 2022 as a result of the POE Payment File reporting the incorrect number of pickup trips and fees. Rasier provided a copy of the account summary which confirmed the amount wired of \$5,508 for September 2022.	
10	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 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.	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, 2022. An extension may be granted by the Port Director upon a written request by the TPA.	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.
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Exhibit A. Part A. Independent Count of Actual Observed Pick-ups (Performed by the Airport's Contractor)

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

Fort Lauderdale Hollywood International Airport

	Total Nu	mber of Pick-up T	rips	Payments by Month		
	A.	B.	C.	D. E. F.		F.
	Total # of	Total # of Pick-	Variance	Total Pick-	Recalculated	Variance
	Pick-up Trips	up Trips per		up Fee \$	Pick-up Fee	
	per Uber	Armanino	(B A.)	per Uber	Armanino	(E D.)
	Report	recalculation		Report	Recalculation	
					(B. * \$3.00)	
January 2022	86,706	86,709	3^{1}	\$260,118	\$260,127	$$9^2$
July 2022	105,059	105,059	-	\$315,177	\$315,177	\$ -
November 2022	124,668	124,668	1	\$374,004	\$374,004	\$ -
December 2022	127,764	127,764	-	\$383,292	\$383,292	\$ -
Total of all						
months	444,197	444,200	3^{1}	\$1,332,591	\$1,332,600	\$ 9 ²

Port Everglades

Port Evergiades						
	Total Number of Pick-up Trips			Payments by Month		
	A. B. C. D. E.				F.	
	Total # of	Total # of	Variance	Total	Recalculated	Variance
	Pick-up Trips	Pick-up Trips		Pick-up	Pick-up Fee	
	per Uber	per	(B A.)	Fee \$ per	Armanino	(E D.)
	Report	Armanino		Uber	Recalculation	
		recalculation		Report		
					(B. * \$2.00)	
July 2022	5,178	5,178	-	\$10,356	\$10,356	\$ -
September 2022	6,544	2,754	$-3,790^3$	\$13,088	\$5,508 ⁴	$$-7,580^{5}$
November 2022	10,453	10,453	-	\$20,906	\$20,906	\$ -
Total of all						
months	22,175	18,385	$-3,790^3$	\$44,350	\$36,770	\$-7,580 ⁵

¹ See Note 3 above in Section 1, Objective 2, Procedure Ref #5

² See Note 4 above in Section 1, Objective 3, Procedure Ref #9

³ See Note 6 above in Section 2, Objective 2, Procedure Ref #5

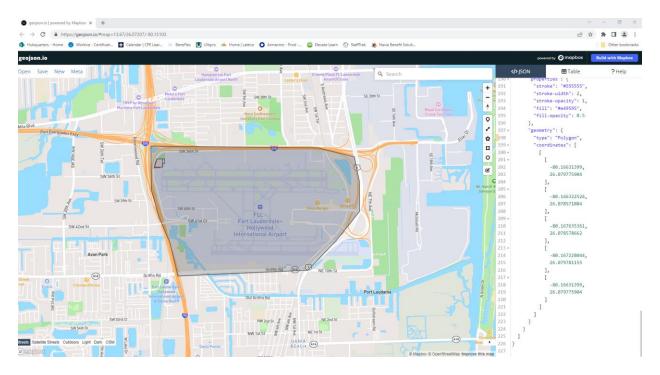
⁴ See Note 7 above in Section 2, Objective 3, Procedure Ref # 9

⁵ Note that there was no actual underpayment as Rasier used the correct number of pick-up trips from the query results to calculate the payment. Armanino received documentation from Rasier, which supports a payment amount of \$5,508.

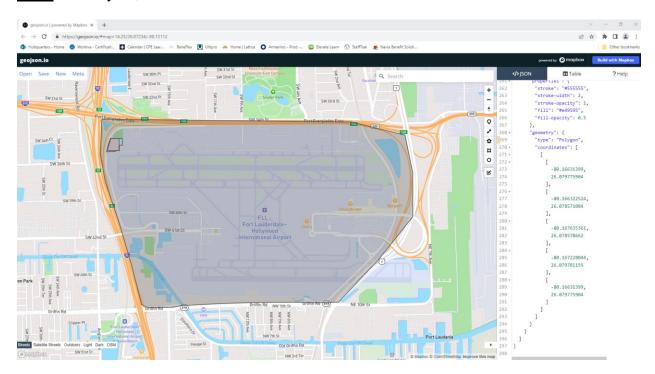
Exhibit I - Screenshot of Geofence from geojson.io

Fort Lauderdale Hollywood International Airport

Prior to February 26, 2022

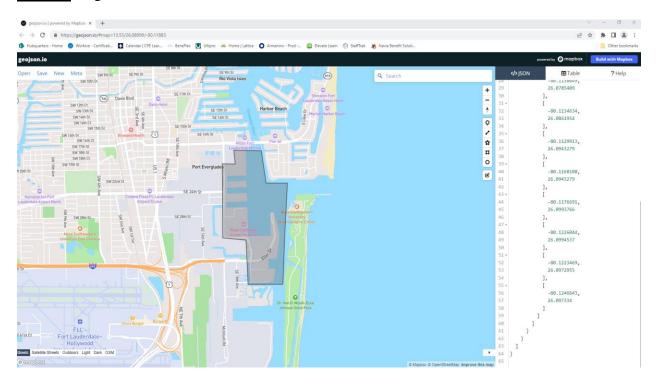


After February 26, 2022



Port Everglades

Prior to August 13, 2022



After August 13, 2022

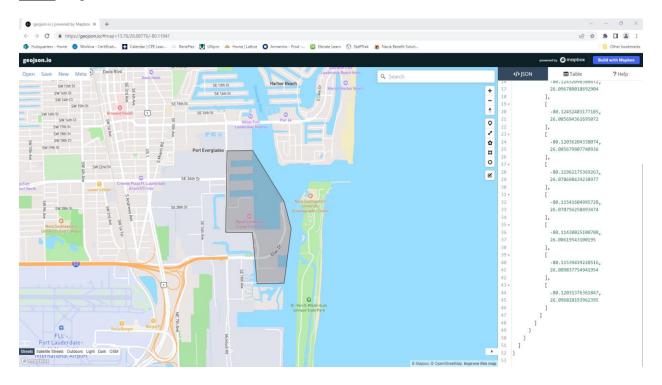


Exhibit II - PBI Geofence Latitude/Longitude Coordinates

Fort Lauderdale Hollywood International Airport

Prior to February 26, 2022

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      26.07640599
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26.079776953
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        -80.166322524,
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        26.078578662
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        -80.167228044,
        26.079781155
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        -80.16631399,
        26.079775904
After February 26, 2022
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 "features": [
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 "lng": -80.15135538877524,
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 "parent_ids": [],
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 "linked": false,
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 "deleted at": null,
 "schemaVersion": null,
 "isSchemaConforming": null,
 "api_id": 39051,
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Port Everglades

Prior to August 13, 2022

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