



Report of Independent Accountants

To the Management of Rasier–DC, LLC:

We have performed the procedures enumerated in Attachment 1, which were agreed to by Rasier–DC, LLC (“Rasier”) and Broward County, solely to assist you in evaluating the (1) completeness and accuracy of airport trip fees remitted by Rasier to Broward County for the period January 1 to March 31, 2016 and (2) driver safety compliance set forth by Broward County Ordinance NO. 2015-43 for the period January 1 to March 31, 2016. Rasier is responsible for the completeness and accuracy of airport trip fees remitted by Rasier to Broward County and the driver safety compliance set forth by Broward County Ordinance NO. 2015-43. This agreed-upon procedures engagement was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. The sufficiency of these procedures is solely the responsibility of those parties specified in this report. Consequently, we make no representation regarding the sufficiency of the procedures described 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 1.

The information included in “Attachment 2 - Other Information Provided by Rasier–DC, LLC That Is Not Covered by the Report of Independent Accountants” is presented by management of Rasier as management responses and considerations related to exceptions identified as a result of the agreed-upon procedures performed and results thereof in Attachment 1. Attachment 2 has not been subjected to the agreed-upon procedures engagement. We did not perform any procedures over the information in Attachment 2 and we make no comment as to its completeness, accuracy or appropriateness.

We were not engaged to and did not conduct an examination, the objective of which would be the expression of an opinion on the (1) completeness and accuracy of airport trip fees remitted by Rasier to Broward County for the period January 1 to March 31, 2016 and (2) driver safety compliance set forth by Broward County Ordinance NO. 2015-43 for the period January 1 to March 31, 2016. Accordingly, we do not express such an opinion. Had we performed additional procedures, other matters might have come to our attention that would have been reported to you.

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

PricewaterhouseCoopers LLP

October 20, 2016


Attachment 1 – Procedures Performed and Results

| Sample Selections | | |
|--------------------------|--|---|
| Procedure Ref # | Agreed Upon Procedure Performed | Result |
| 1 | Obtain from Rasier personnel, a query output of Rasier rider trips that picked up in Broward County from January 1 - March 31, 2016 (the “relevant time period”). Rasier personnel stated the query output contains the unique Rider ID of riders who were picked up in Broward County during the relevant time period. | Completed without exception. |
| 1a | Select 60 Rider IDs from the query output obtained in procedure 1, and provide the listing to Rasier personnel. | Selected a judgmentally representative sample of 60 Rider IDs without relying on a random process or on a structured technique from the query output. Completed without exception. |
| 1b | Using the list of Rider IDs selected in procedure 1(a), obtain from Rasier personnel a query output of the Driver IDs associated with the Broward County pick-ups during the relevant time period. | Completed without exception. |
| 1c | To achieve 90-95% confidence interval with a 5% tolerable deviation, per the AICPA’s Sampling Guide methodology, select a sample of 55 unique Driver IDs from the query output obtained in procedure 1(b). Such selections will be used in procedure 1 (Vehicle Inspection) and 2 (Driver’s License) of the Driver Compliance Validation procedures in the section below. For each selection, obtain from Rasier personnel a summary of the Trip Record showing trip date; driver first name; driver last name; last five digits of the driver’s Driver License number; unique Driver ID; first three digits of the Driver’s license plate number; make, model, and year of vehicle. | Selected a judgmentally representative sample of 55 unique Driver IDs without relying on a random process or on a structured technique from the query output. Completed without exception. |
| 1d | Using the query output obtained in procedure 1, haphazardly select an additional 60 Rider IDs, and provide the listing to Rasier personnel. | Completed without exception. |
| 1e | Using the list of Rider IDs selected in procedure 1(d), obtain from Rasier personnel a query output of the Driver IDs associated with the Broward County pick-ups during the relevant time period. | Completed without exception. |
| 1f | To achieve 90-95% confidence interval with a 5% tolerable deviation, per the AICPA’s Sampling Guide methodology, select a sample of 55 unique Driver IDs from the query output obtained in procedure 1(e). Such selection will be used in procedure 3 (Background Check) of the Driver Compliance Validation procedures in the section below. For each selection, obtain from Rasier personnel a summary of the Trip Record showing trip date, unique Driver ID and Credential Date (i.e., post-Ordinance date on which the Rasier Driver was given | Selected a judgmentally representative sample of 55 unique Driver IDs without relying on a random process or on a structured technique from the query output. Completed without exception. |



| Sample Selections | | |
|--------------------------|---|---|
| Procedure Ref # | Agreed Upon Procedure Performed | Result |
| | access to pick-up requests from Broward County via Rasier's digital platform). | |
| 1g | Using the query output obtained in procedure 1, select an additional 60 Rider IDs using, and provide the listing to Rasier personnel. | Selected a judgmentally representative sample of 60 Rider IDs without relying on a random process or on a structured technique from the query output. Completed without exception. |
| 1h | Using the list of Rider IDs selected in procedure 1(g), obtain from Rasier personnel a query output of the Driver IDs associated with the Broward County pick-ups during the relevant time period. | Completed without exception. |
| 1i | To achieve 90-95% confidence interval with a 5% tolerable deviation, per the AICPA's Sampling Guide methodology, select a sample of 55 driver IDs from the query output obtained in procedure 1(h). Such selection will be used in procedure 7 (Monthly Payment File Completeness) of the Payment File Validation procedures section below. | Selected a judgmentally representative sample of 55 unique Driver IDs without relying on a random process or on a structured technique from the output. Completed without exception. |



| Driver Compliance Validation | | |
|-------------------------------------|--|--|
| Procedure Ref # | Agreed Upon Procedure Performed | Result |
| <i>Vehicle Inspection</i> | | |
| 1 | <p>For each selection made in procedure 1(c) from the Sample Selection section above, obtain the Annual Vehicle Inspection form from Rasier personnel, with the driver's phone number and email address redacted by Rasier. Rasier personnel said the Annual Vehicle Inspection form (Exhibits 4 & 5) is representative of the 19 point inspection required by the Motor Carriers Ordinance.</p> <p>Perform the following procedures:</p> | PwC was unable to obtain an Annual Vehicle Inspection form for 1 out of the 55 samples selected. |
| 1a | In the Inspection Results field of the Annual Vehicle Inspection form, observe the word 'pass' is circled. | PwC was unable to observe the word 'pass' on the Annual Vehicle Inspection form for 1 out of the 55 samples selected. |
| 1b | Using the Date field of the Annual Vehicle Inspection form, observe the handwritten date is less than or equal to one year prior to the trip date per the Trip Record obtained in procedure 1(c) from the Sample Selection section above. | PwC was unable to observe the handwritten date on the Annual Vehicle Inspection form for 8 out of the 55 samples selected. |
| 1c | <p>If the inspection occurred on or after November 30, 2015 (the date that Rasier personnel advised it received a license from Broward County), observe that the form is the same form attached in Exhibit 4. If the inspection occurred before November 30, 2015, observe that the form is the same form as one of the two forms attached in Exhibit 5.</p> <p>Observe that all fields are completed. If the form contains a field for ASE Certification Expiration Date, observe that the date listed is later than the date listed in the Date field on the form.</p> | <ul style="list-style-type: none"> • PwC was unable to observe the inspection date for 8 out of the 55 samples selected. • PwC observed for the 20 forms dated after November 30, 2015, 3 did not use the same form as attached in Exhibit 4. • PwC was unable to observe all fields were completed for 17 of 55 of the samples selected. • PwC was unable to observe for 1 of the 17 forms that had an ASE Certification Expiration Date field, if the expiration date was later than the Date field of the form. |
| 1d | Observe that all fields in the To Be Completed by Inspector are not blank. | PwC was unable to observe that all fields in the To Be Completed by Inspector are not blank for 17 out of the 55 samples selected. |



| Driver Compliance Validation | | |
|-------------------------------------|---|---|
| Procedure Ref # | Agreed Upon Procedure Performed | Result |
| <i>Driver's License</i> | | |
| 2 | <p>For each selection made in procedure 1(c) from the Sample Selection section above, obtain a copy of the driver's Driver License from Rasier personnel with last five digits of the Driver License number, driver license expiration date, first name, and last name. Non-relevant information – the address, date of birth, and height - will be redacted by Rasier.</p> <p>Perform the following procedures, which Rasier personnel stated are intended to address adherence with the Motor Carrier's Ordinance:</p> | Completed without exception. |
| 2a | Compare the driver's first name, last name and last five digits of the Driver License number per the copy of the Driver's License to the driver's first name, last name and last five digits of the Driver License number on the Trip Record obtained in procedure 1(c) from the Sample Selection section above. | Completed without exception. |
| 2b | Observe the expiration date on the Driver License is on or after the date of the trip per the Trip Record obtained in procedure 1(c) from the Sample Selection section above. | Completed without exception. |
| 2c | <p>If the Driver's License is not issued by the state of Florida, obtain a copy of the Military or Student ID from Rasier personnel, with non-relevant information – the identification number, address, date of birth, height - redacted by Rasier. Perform the following procedures:</p> <ul style="list-style-type: none"> i) Compare the driver's first name and last name on the Driver License to the driver's first and last name on the Military or Student ID. ii) Observe the expiration date on the Military or Student ID is on or after the date of the trip per the Trip Record obtained in procedure 1(c) from the Sample Selection section above. | PwC did not observe any Driver's License not issued by the state of Florida out of the 55 samples selected. |
| <i>Background Check</i> | | |
| 3 | <p>For each selection made in procedure 1(f) from the Sample Selection section above, obtain the Background Check report from Rasier personnel with non-relevant information – the first name, last name, date of birth, social security number, zip code, driver license number, email, and phone number (all information except Custom ID, Client #, or Reference numbers) - redacted by Rasier.</p> <p>Perform the following procedures, which Rasier personnel stated were intended to address Section 22 ½ - 8 (e) of the Motor Carrier's Ordinance:</p> | Completed without exception. |



| Driver Compliance Validation | | |
|-------------------------------------|---|--|
| Procedure Ref # | Agreed Upon Procedure Performed | Result |
| 3a | Compare the unique Driver ID per the Trip Record obtained in procedure 1(f) from the Sample Selection section above to the Custom ID field per the Background Check report. If there is no Custom ID field in the Background Check report, compare the unique Driver ID per the Trip Record to the Client # or Reference number per the Background Check report. | Completed without exception. |
| 3b | Observe the Date Completed field on the Background Check report is dated on or prior to the date of the trip per the Trip Record output obtained in procedure 1(f) from the Sample Selection section above. | Completed without exception. |
| 3c | If the Credential Date identified in the Trip Record obtained in 1(f) from the Sample Selection section above is more than one year prior to the trip date, observe that the Background Check was completed prior to, but not more than, one year before the Trip Date. | Completed without exception. |
| 3d | <p>Observe if the Search or Searches sections of the Background Check report includes any of the following: "Sex Offender Search," "Terrorist Watchlist Search," "National Criminal Search," and "County Criminal Search" and observe if any of the following words are listed indicating an offense in the "disposition" field: "conviction," "convicted," "adjudication withheld," "plea of nolo contendere," "incarceration," "guilty," "guilty by jury," "adjudicate," "adjudication," "nolo," "sentenced," "plead," "plea bargain," "no contest," or "probation."</p> <p>If none of the above words are listed, proceed to procedure 4(e). Otherwise, document, in the table template from Exhibit 2, the text from the following fields on the Background Check report in the corresponding column of the table:</p> <ul style="list-style-type: none"> i. Charge ii. Classification iii. Disposition iv. Notes v. Disposition date <p>Provide the table to and inquire with Rasier and Broward County personnel whether the offense is a disqualifying offense per Section 22 ½ - 8(e) of the Motor Carrier's Ordinance. Rasier and Broward County will evaluate each item and provide a written conclusion in the column "Rasier Response" and "Broward Response," respectively, whether the offense is a disqualifying offense per Section 22 ½ - 8 (e) of the Motor Carrier's Ordinance.</p> | <p>PwC obtained a written response from Rasier and Broward County personnel whether each offense documented in Exhibit 2 is a disqualifying offense. Refer to Exhibit 2.</p> <p>Completed without exception.</p> |



| Driver Compliance Validation | | |
|------------------------------|--|--|
| Procedure Ref # | Agreed Upon Procedure Performed | Result |
| 3e | <p>Inspect the results of the Background Check “Motor Vehicle Record” section on the Background Check report, and perform the following:</p> <ul style="list-style-type: none"> i) Observe the “license status” field is “Valid” ii) For any violations listed in the violation section observe if a Conviction Date is listed. If a Conviction Date is listed, document, in the table template from Exhibit 3, the text from the following fields on the Background Check report, in the corresponding column of the table: <ul style="list-style-type: none"> a. Description b. Category c. Disposition d. Conviction Date <p>Provide the table to and inquiry with Rasier and Broward County personnel whether the offence is a disqualifying offense per Section 22 1/2 - 8(l) of the Motor Carrier’s Ordinance. Rasier and Broward County will evaluate each item and provide a written conclusion in the column “Rasier Response” and “Broward Response,” respectively, whether the offense is a disqualifying offense per Section 22 1/2 - 8 (e) of the Motor Carrier’s Ordinance.</p> | <p>i) PwC was unable to observe that the “license status” field is “Valid” for 1 out of 55 samples selected.</p> <p>PwC obtained a written response from Rasier and Broward County personnel whether each offense documented in Exhibit 3 is a disqualifying offense. Refer to Exhibit 3 for responses. Completed without exception.</p> |
| <i>Active Vehicle Count</i> | | |
| 4 | <p>Inquire with Rasier personnel as to which of the license fee structures was paid to Broward County:</p> <ul style="list-style-type: none"> a. License fee for up to 10 vehicles \$2,000.00 b. License fee for up to 25 vehicles \$4,500.00 c. License fee for up to 100 vehicles \$16,000.00 d. License fee for up to 250 vehicles \$35,000.00 e. License fee for up to 500 vehicles \$60,000.00 f. License fee for up to 1,000 vehicles \$100,000.00 g. License fee for up to 2,000 vehicles \$160,000.00 h. License fee for up to 2001-5,000 vehicles \$300,000.00 | <p>PwC inquired with Rasier personnel and determined that h. License fee for up to 2001-5,000 vehicles, \$300,000.00 was paid to Broward County.</p> <p>Completed without exception.</p> |
| 5 | <p>If Rasier personnel respond in procedure 4, that they paid the fee associated with category 4(h), inquire with Rasier personnel as to if the company operates more than 5000 vehicles. If the company states that they operate more than 5000 vehicles, proceed to Payment File Validation procedure section.</p> | <p>PwC inquired with Rasier personnel and determined that there are more than 5000 vehicles. Completed without exception.</p> |



| Driver Compliance Validation | | |
|-------------------------------------|---|--|
| Procedure Ref # | Agreed Upon Procedure Performed | Result |
| 6 | If Rasier respond in procedure 4 that they paid the fees associated with categories 4(a)-4(g) or stated in Procedure 5 there are less than 5,000 active vehicles operated, obtain from Rasier personnel, an excel based query output which provides the following information for each of the months January, February, and March 2016 of all unique drivers who completed a pickup in Broward County in such months. The query output contains trip date unique Driver ID. | N/A – procedure not performed based on response obtained in procedure 5. |
| 6a | For each of the selected months, observe the number of unique Driver IDs in the excel based query output obtained in Procedure 6 | N/A - procedure not performed based on response obtained in procedure 5. |
| 6b | For each of the selected months, compare the number of unique Driver IDs observed in procedure 6a to the number of vehicles associated with the fee structure payment noted in procedure 4. | N/A - procedure not performed based on response obtained in procedure 5. |



| Payment File Validation | | |
|--|---|---|
| Procedure Ref # | Agreed Upon Procedure Performed | Result |
| <i>Objective 1 - Accuracy of trip fee trigger for pickup inside Geofence</i> | | |
| 1 | Obtain from Broward County, for the months of January, February and March 2016, a list of Trips which represents drivers independently identified by Broward County as having picked-up a ride at FL-Hollywood International Airport or Port Everglades Seaport. The list of Trips will contain Trip Date, Time, and Location of trip (FL-Hollywood International Airport or Port Everglades Seaport) and License Plate of the vehicle. | <p><i>FL-Hollywood International Airport</i></p> <ul style="list-style-type: none"> • PwC obtained from Broward County a total of 3 trips with pickups noted as occurring at FL-Hollywood International Airport, and which contained Trip Date, Time, Location of trip, and License Plate. • PwC obtained from Broward County a total of 2 trips with pickups noted as occurring at FL-Hollywood International Airport, which did not include pickup time. <p><i>Port Everglades Seaport</i></p> <ul style="list-style-type: none"> • PwC obtained from Broward County a total of 6 trips with pickups noted as occurring at Port of Everglades Seaport, and contained Trip Date, Time, Location of trip, and License Plate. • PwC obtained from Broward County a total of 5 drop-off trips noted as occurring at Port of Everglades Seaport, which were not pickups. • PwC obtained from Broward County a total of 2 trips noted as “unclear” trips occurring at Port of Everglades Seaport, which were not pickups <p>Completed without exception.</p> |
| 2 | Obtain from Rasier personnel the FL Hollywood International Airport - Rasier-DC, LLC Monthly Report (“FLL Payment File”) and the Port Everglades Seaport - Rasier-DC, LLC Monthly Report (“POE Payment File”), which Rasier stated it | Completed without exception. |



| Payment File Validation | | |
|--|---|---|
| Procedure Ref # | Agreed Upon Procedure Performed | Result |
| | remitted to Broward County, for each of the months January, February and March 2016. | |
| 3 | Based on the list obtained in procedure 1, for each trip identified as occurring at FL-Hollywood International Airport, within the "FLL Payment File" and the "POE Payment File" for the month in which the trip was recorded per the list, filter on column [D] for the first three digits of the license plate number of the vehicle, and then filter on column [A] for the date the trip was taken. Identify any trips that started within +/- thirty minutes of the time included in the list obtained from Broward County in procedure 1. Observe: | Completed without exception. |
| 3a | Trips from procedure 1 identified as occurring at FL-Hollywood International Airport were included in the FLL Payment File. | Completed without exception. |
| 3b | Trips from procedure 1 identified as occurring at FL-Hollywood International Airport were excluded from the POE Payment File. | PwC observed that 1 of 3 pickup trips occurring at FL-Hollywood International Airport was not excluded from the POE Payment File. |
| 4 | Based on the list obtained in procedure 1, for each trip identified as occurring at Port of Everglades, within the "FLL Payment File" and the "POE Payment File" for the month in which the trip was recorded per the list, filter on column [D] for the first 3 digits of the license plate number of the vehicle, and then filter on column [A] for the date the trip was taken. Identify any trips that started within +/- thirty minutes of the time included in the list obtained from Broward Country in procedure 1. Observe: | Completed without exception. |
| 4a | Trips from procedure 1 identified as occurring at Port of Everglades Seaport were included in the POE Payment File. | PwC was unable to observe that 3 of 6 pickup trips occurring at Port of Everglades Seaport were included in the POE Payment File. |
| 4b | Trips from procedure 1 identified as occurring at Port of Everglades Seaport were excluded from the FLL Payment File. | Completed without exception. |
| Objective 2 - monthly payment file completeness | | |
| 5 | Obtain from Rasier personnel, for each of the months selected in procedure 1, a query output ("FLL Query Results") of trips that picked up at FL-Hollywood International Airport, and a separate query output ("POE Query Results") for trips that picked up at Port Everglades Seaport, for the selected months. | Completed without exception. |



| Payment File Validation | | |
|--------------------------------|--|--|
| Procedure Ref # | Agreed Upon Procedure Performed | Result |
| | The query outputs contain trip date, pickup time, latitude of pickup location, longitude of pickup location, and the first three digits of the license plate of the car. | |
| 6 | For each month selected in procedure 1: | |
| 6a | Compare the total number of records in “FLL Payment File” obtained in procedure 2 to the total number of records in “FLL Query Results” generated in procedure 5. | PwC compared the total number of records in the “FLL Payment File,” [REDACTED] records total, to the number of records in the “FLL Query Results,” [REDACTED] records total and noted a difference of 34 records. |
| 6b | Compare the total number of records in the “POE Payment File” obtained in procedure 2 to the total number of records in the “POE Query Results” generated in procedure 5. | PwC compared the total number of records in the “POE Payment File,” [REDACTED] records total, to the number of records in the “POE Query Results” [REDACTED] records total, and noted a difference of 284 records. |
| 7 | For each selection made in procedure 1(i) from the Sample Selection section above, obtain the Trip Record containing trip date, pickup time, latitude of pickup location, longitude of pickup location, and the first three digits of the license plate of the car. | Completed without exception. |
| 8 | Using geojson.io, draw, following procedures defined in Exhibit [1A- Draw Geojson Maps], the FL-Hollywood International Airport and the Port Everglades Seaport geofence using the geo-coordinates that represent the geofences as defined in Exhibit A of the License Agreement between Broward County and Rasier-DC, LLC obtained from Rasier Personnel. Geo-coordinates that represent the geofence and should be plotted are defined in Exhibit [1A- Draw Geojson Maps]. | Completed without exception. |
| 9 | For each of the [55] trips obtained from procedure 7, plot the pickup location of the trip using the latitude/longitude coordinates from the Trip Record into the geojson.io map drawn in procedure 8 by following the procedures defined in Exhibit 1B in the “Plotting ride pickup coordinates.” | Completed without exception. |
| 9a | Based on the plotting performed in procedure 9, inspect whether the trip pickup occurred inside or outside the FL- | PwC inspected the plotting output and noted 5 trip pickups occurred inside the FL-Hollywood International |



| Payment File Validation | | |
|--|--|---|
| Procedure Ref # | Agreed Upon Procedure Performed | Result |
| | Hollywood International Airport geofence drawn in procedure 8. | Airport geofence and 50 outside the FL-Hollywood International Airport geofence. Completed without exception. |
| 9b | Based on the plotting performed in procedure 9, inspect whether the trip pickup occurred inside or outside the Port Everglades Seaport geofence drawn in procedure 8. | PwC inspected the plotting output and noted 1 trip pickup occurred inside the Port Everglades Seaport geofence and 54 outside the Port Everglades Seaport geofence. Completed without exception. |
| 9c | For selections made that had a pickup within FL-Hollywood International Airport geofence (as determined in procedure 9a), inspect the "FLL Payment File" obtained in procedure 2 and agree the latitude/longitude and date/time of the pickup for the selection to the "FLL Payment File". | Completed without exception. |
| 9d | For selections made that had a pickup within Port Everglades Seaport (as determined in procedure 9b), inspect the "POE Payment File" obtained in procedure 2 and agree the latitude/longitude and date/time of the pickup for the selection to the "POE Payment File". | Completed without exception. |
| 9e | For selections made that had a pickup outside of the FL-Hollywood International Airport geofence (as determined in procedure 9a), inspect the "FLL Payment File" obtained in procedure 2 and agree the latitude/longitude and date/time of samples are not included in the "FLL Payment File". | Completed without exception. |
| 9f | For selections made that had a pickup outside of the Port Everglades Seaport geofence (as determined in procedure 9b), inspect the "POE Payment File" obtained in procedure 2 and agree the latitude/longitude and date/time of samples are not included in the "POE Payment File." | Completed without exception. |
| Objective 3 - monthly payment file accuracy | | |
| 10 | Recalculate the FL-Hollywood International Airport total trip fee for each of the monthly payments by multiplying the total record count in the "FLL Query Results" obtained in procedure 5 by \$4.50 for each of the months selected in procedure 1. | Completed without exception. |
| 11 | Agree the total recalculated monthly FL-Hollywood International Airport trip fee in procedure 10 to total trip fee | PwC agreed the total recalculated monthly FL-Hollywood International |



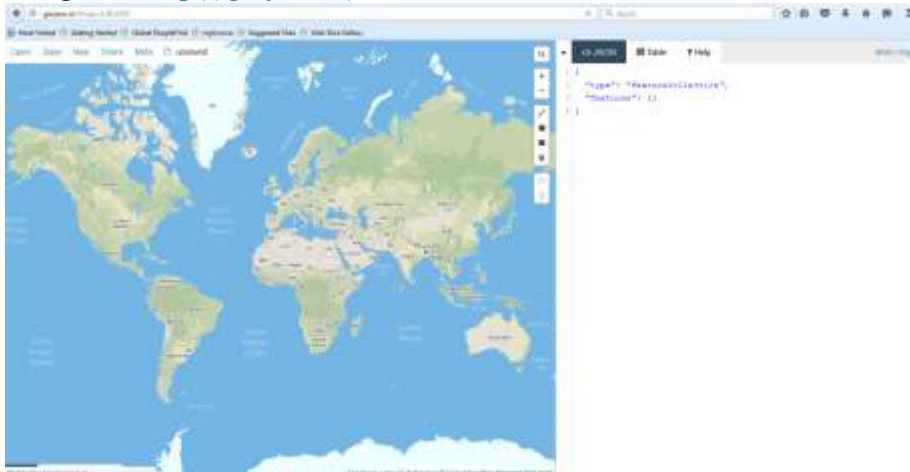
| Payment File Validation | | |
|--------------------------------|--|--|
| Procedure Ref # | Agreed Upon Procedure Performed | Result |
| | for the selected months per the "FLL Payment File" obtained in procedure 2. | Airport trip fee of \$ [REDACTED] to the total trip fee per the "FLL Payment File" of \$ [REDACTED], and noted a difference of \$153.00. |
| 12 | Recalculate the Port Everglades Seaport total trip fee for each of the monthly payments by multiplying the total record count in the "POE Query Results" obtained in procedure 5 by \$2.00 for each of the months selected in procedure 1. | Completed without exception. |
| 13 | Agree the total recalculated monthly Port Everglades Seaport trip fee in procedure 12 to total trip fee for the selected months per the "POE Payment File" obtained in procedure 2. | PwC agreed the total recalculated monthly Port Everglades Seaport trip fee of \$ [REDACTED] to the total trip fee per the "POE Payment File" of \$ [REDACTED], and noted a difference of \$568.00. |



Exhibit 1 – Detailed procedures to be performed to plot geofence in geojson.io

A. Draw Geojson maps

1. Navigate to <http://geojson.io/>



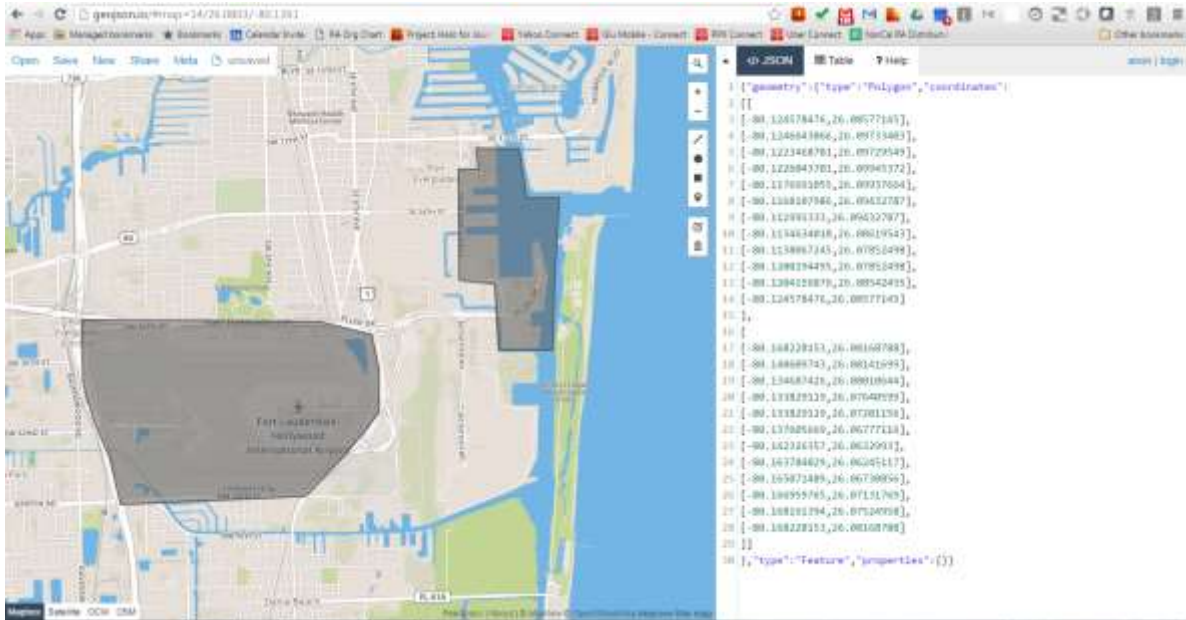
2. Select and copy the **FLL & POE Code** below.

FLL & POE Code

```
{
  "geometry": {
    "type": "Polygon",
    "coordinates": [
      [
        [-80.124578476, 26.08577145],
        [-80.1246643066, 26.09733403],
        [-80.1223468781, 26.09729549],
        [-80.1226043701, 26.09945372],
        [-80.1176691055, 26.09937664],
        [-80.1168107986, 26.09432787],
        [-80.112991333, 26.09432787],
        [-80.1134634018, 26.08619543],
        [-80.1138067245, 26.07852498],
        [-80.1200294495, 26.07852498],
        [-80.1204156876, 26.08542455],
        [-80.124578476, 26.08577145]
      ],
      [
        [-80.168228153, 26.08168788],
        [-80.140609743, 26.08141699],
        [-80.134687426, 26.08010644],
        [-80.133829119, 26.07640599],
        [-80.133829119, 26.07201156],
        [-80.137605669, 26.06777116],
        [-80.142326357, 26.0632993],
        [-80.163784029, 26.06245117],
        [-80.165071489, 26.06730856],
        [-80.166959765, 26.07131769],
        [-80.168161394, 26.07524958],
        [-80.168228153, 26.08168788]
      ]
    ]
  },
  "type": "Feature",
  "properties": {}
}
```



3. Paste *FLL & POE Code* over any text in the JSON tab code field. The resulting geofences will appear after pasting the coordinates:



B. Plotting ride pickup coordinates

1. Navigate one line below the *FLL & POE Code* in JSON tab code field by navigating to end of code and clicking enter.
2. Left click the pin icon on the right hand side of the toolbar within geojson, drag and drop pin to anywhere on the map to drop it.

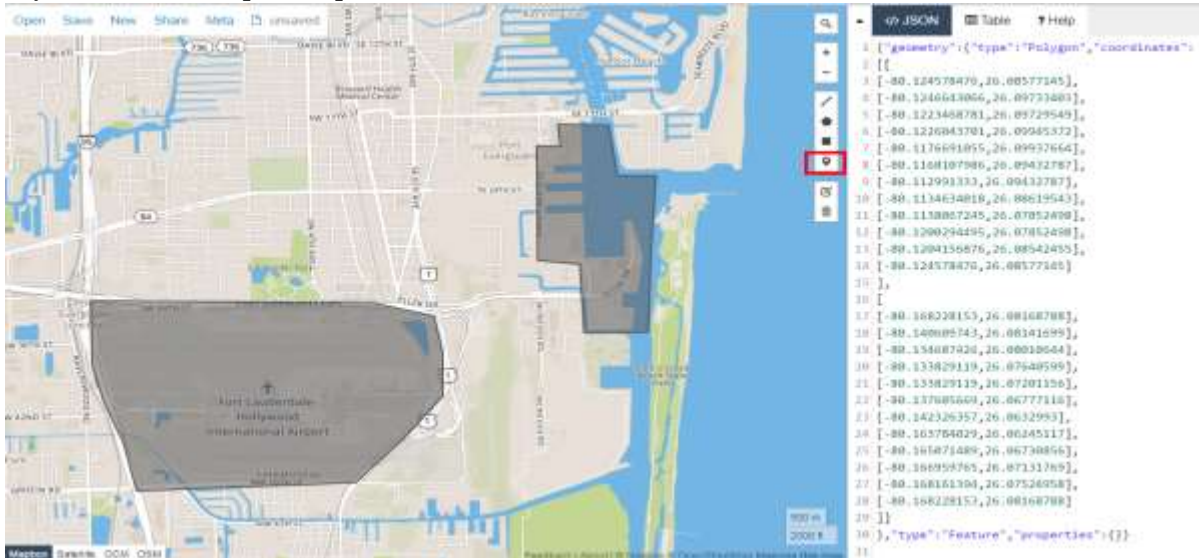
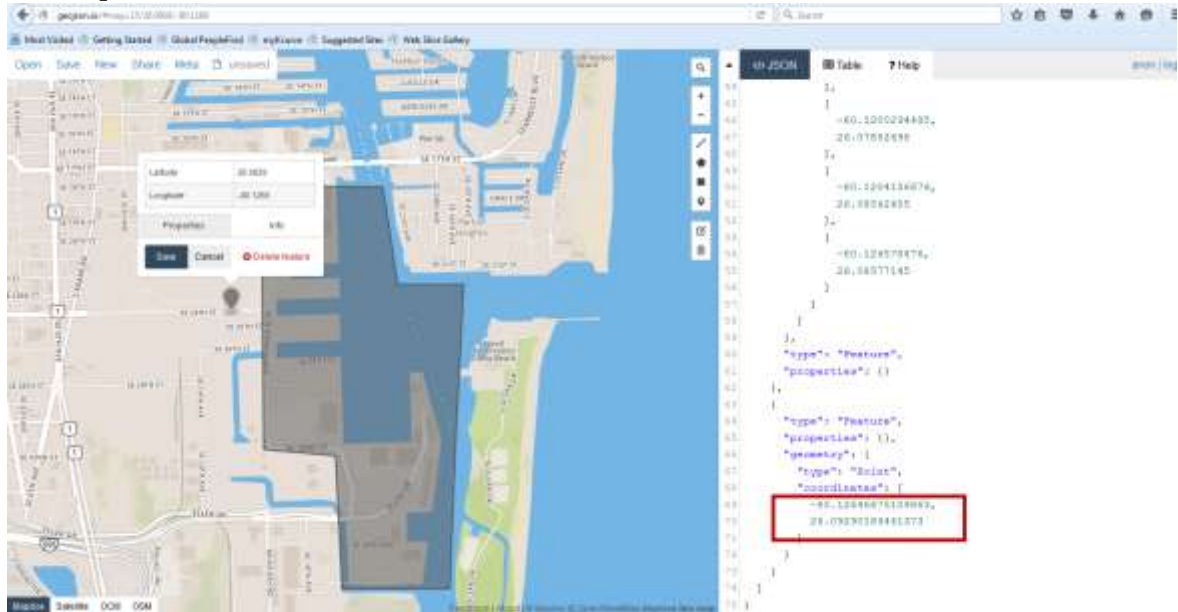


Exhibit 1 - Detailed procedures to be performed to plot geofence in geojson.io



3. Edit the latitude and longitude coordinates in the code of the newly added point by replacing the first coordinate with the longitude of the sample and the second coordinate with the latitude of the sample.



4. Select all the code in the JSON tab code field. Re-paste all the code in the JSON tab code field.
5. Inspect the location of the point created and note if the point falls within or outside of the geofence.


Exhibit 2 – Background Check - Search or Searches

| Sample # | Trip Date | Disposition | Charge | Classification | Notes | Disposition Date | Rasier Response (Y/N/Other) | Broward Response (Y/N/Other) |
|----------|-----------|---|---|--------------------|-------|------------------|-----------------------------|------------------------------|
| 8 | 3/10/2016 | GUILTY | 94/65 RECK DRIVING (STATUTE: 46.2-862) | misdemeanour | | 2006-05-18 | N | N |
| 19 | 2/2/2016 | ADJUDICATION WITHHELD | FAIL TO DISPLAY REGISTRATION | TRAFFIC INFRACTION | | 2011-02-10 | N | N |
| 19 | 2/2/2016 | ADJUDICATION WITHHELD | RESTRICTION FOR WINDOW BEHIND DRIVER | TRAFFIC INFRACTION | | 2011-02-10 | N | N |
| 20 | 3/16/2016 | CONVICTED BY PLEA/ COUNTER - ADJUDICATED | EXPIRED TAG/INFRACTION (STATUTE: 320.07(3)(A)) | Unknown | | 2009-12-03 | N | N |
| 41 | 1/27/2016 | ADJUDICATION WITHHELD | FAIL REGISTER VEHICLE | CRIMINAL TRAFFIC | | 2013-01-08 | N | N |
| 41 | 1/27/2016 | ADJUDICATION WITHHELD | FAIL TO DIM HEADLIGHTS / IMPROPER ADJUSTMENT | TRAFFIC INFRACTION | | 2013-01-08 | N | N |
| 43 | 1/5/2016 | CONVICTED BY PLEA - ADJUDICATION WITHHELD | SPEED POSTED MUNICIPAL/STATE RD-DRIVER (STATUTE: 316.189) | unknown | | 2014-06-11 | N | N |
| 43 | 1/5/2016 | CONVICTED BY PLEA - ADJUDICATION WITHHELD | SPEED POSTED MUNICIPAL/STATE RD-DRIVER (STATUTE: 316.189) | unknown | | 2011-05-25 | N | N |


Exhibit 3 – Background Check - Motor Vehicle Records

| Sample # | Trip Date | Disposition | Description | Conviction Date | Rasier Response (Y/N/Other) | Broward Response (Y/N/Other) |
|-----------------|------------------|--------------------|-----------------------------------|------------------------|------------------------------------|-------------------------------------|
| 1 | 3/11/2016 | GUILTY | IMPROPER STOP/STAND/PARK VEH | 2016-01-05 | N | N |
| 2 | 2/7/2016 | GUILTY | DEFECTIVE EQUIPMENT | 2014-3-31 | N | N |
| 6 | 2/21/2016 | GUILTY | FAILURE TO OBSERVE STOP SIGN | 2012-11-8 | N | N |
| 10 | 3/11/2016 | GUILTY | SEAT BELT VIOLATION | 2012-9-30 | N | N |
| 11 | 1/10/2016 | GUILTY | RED LIGHT CAMERA | 2012-12-21 | N | N |
| 23 | 1/28/2016 | GUILTY | DEFECTIVE EQUIPMENT | 2012-8-13 | N | N |
| 25 | 1/2/2016 | GUILTY | SEAT BELT VIOLATION | 2014-05-19 | N | N |
| 35 | 2/17/2016 | GUILTY | SEAT BELT VIOLATION | 2014-12-04 | N | N |
| 37 | 2/14/2016 | GUILTY | VIOLATION HIGH OCCUPANCY VEH LANE | 2015-09-10 | N | N |
| 45 | 2/14/2016 | GUILTY | RED LIGHT CAMERA | 2013-11-19 | N | N |
| 45 | 2/14/2016 | GUILTY | FAIL YIELD TO EMERGENCY/AUTH VEH | 2013-11-25 | N | N |
| 54 | 3/16/2016 | GUILTY | SEAT BELT VIOLATION | 2013-08-28 | N | N |
| 55 | 3/23/2016 | GUILTY | FAILURE TO OBSERVE STOP SIGN | 2010-9-27 | N | N |



Exhibit 4 – Annual Vehicle Inspection Form

| RASTER | | | | R4 | |
|---|------|---------------------------------|---|--------------------------------|---|
| ANNUAL VEHICLE INSPECTION | | | All components shall be demonstrated to be functional and meet the safety standards designated by the manufacturer. | | |
| INSPECTION POINT | PASS | FAIL | INSPECTION POINT | | |
| Foot brakes | D | D | Turn indicator lights | D | D |
| Right front | D | D | Brake Lights | D | D |
| Left front | D | D | Front seat adjustment/mechanism | D | D |
| Right rear | D | D | Doors (open, close, lock) | D | D |
| Left rear | D | D | Horn | D | D |
| Emergency brake (parking brake) | D | D | Speedometer | D | D |
| Suspension/Steering mechanism | D | D | Bumpers | D | D |
| Ball joints | O | O | Muffler and exhaust system | O | O |
| Tie rods | D | O | Tires inc. tread depth | O | D |
| Rack & pinion | O | D | Right front | O | O |
| Bushings | D | D | Left front | O | D |
| Windshield | D | D | Right rear | O | O |
| Large crack | O | O | Left rear | D | D |
| Small crack | O | O | Interior and exterior rear view mirrors | O | O |
| Rear window and other glass | O | O | Safety belts for driver and passenger(s) | O | O |
| Windshield wipers | O | D | ----- | | |
| Headlights | O | O | VEHICLE INSPECTION | | |
| Tail lights | O | D | (Please circle) PASS FAIL | | |
| ----- | | | | | |
| Must pass all inspection points to pass vehicle inspection | | | | | |
| PARTNER NAME _____ | | | EMAIL ADDRESS _____ | | |
| PARTNER SIGNATURE _____ | | CUSTOMER SERVICE NUMBER _____ | | DATE _____ | |
| TO BE COMPLETED BY INSPECTOR | | | | | |
| COMPANY/FACILITY NAME _____ | | LICENSE OR REGISTRATION # _____ | | VEHICLE MILEAGE _____ | |
| LICENSE PLATE # _____ | | VIN # _____ | | | |
| VEHICLE MAKE _____ | | VEHICLE MODEL _____ | | VEHICLE YEAR _____ | |
| COMPANY/FACILITY ADDRESS _____ | | ASE CERTIFICATION # _____ | | ASE CERTIFICATE EXP DATE _____ | |
| ASE CERTIFIED MASTER MECHANIC OR ASE CERTIFIED AUTOMOBILE TECHNICIAN SIGNATURE _____ | | | | INSPECTION DATE _____ | |
| Please upload this form to your partners.uber.com account once complete. This form expires one (1) year from the inspection date. | | | | | |



Exhibit 5 – Annual Vehicle Inspection Form

| RASIER | | | | R4 | |
|---|--------------------------|----------------------------|---|---------------------------|--------------------------|
| ANNUAL VEHICLE INSPECTION | | | | | |
| INSPECTION POINT | PASS | FAIL | INSPECTION POINT | PASS | FAIL |
| 1 Foot brakes (no less than 1/16") | <input type="checkbox"/> | <input type="checkbox"/> | 9 Turn indicator lights | <input type="checkbox"/> | <input type="checkbox"/> |
| Right front | <input type="checkbox"/> | <input type="checkbox"/> | 10 Stop Lights | <input type="checkbox"/> | <input type="checkbox"/> |
| Left front | <input type="checkbox"/> | <input type="checkbox"/> | 11 Front seat adjustment | <input type="checkbox"/> | <input type="checkbox"/> |
| Right rear | <input type="checkbox"/> | <input type="checkbox"/> | 12 Doors (open, close, lock) | <input type="checkbox"/> | <input type="checkbox"/> |
| Left rear | <input type="checkbox"/> | <input type="checkbox"/> | 13 Horn | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 Emergency brake (parking brake) | <input type="checkbox"/> | <input type="checkbox"/> | 14 Speedometer | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 Steering mechanism | <input type="checkbox"/> | <input type="checkbox"/> | 15 Bumpers | <input type="checkbox"/> | <input type="checkbox"/> |
| Ball joints | <input type="checkbox"/> | <input type="checkbox"/> | 16 Muffler and exhaust system | <input type="checkbox"/> | <input type="checkbox"/> |
| Tie rods | <input type="checkbox"/> | <input type="checkbox"/> | 17 Tires inc. tread depth (no less than 1/16") | <input type="checkbox"/> | <input type="checkbox"/> |
| Rack & pinion | <input type="checkbox"/> | <input type="checkbox"/> | Right front | <input type="checkbox"/> | <input type="checkbox"/> |
| Bushings | <input type="checkbox"/> | <input type="checkbox"/> | Left front | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 Windshield | <input type="checkbox"/> | <input type="checkbox"/> | Right rear | <input type="checkbox"/> | <input type="checkbox"/> |
| Large crack | <input type="checkbox"/> | <input type="checkbox"/> | Left rear | <input type="checkbox"/> | <input type="checkbox"/> |
| Small crack | <input type="checkbox"/> | <input type="checkbox"/> | 18 Interior and exterior rear view mirrors | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 Rear window and other glass | <input type="checkbox"/> | <input type="checkbox"/> | 19 Safety belts for driver and passenger(s) | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 Windshield wipers | <input type="checkbox"/> | <input type="checkbox"/> | <p>VEHICLE INSPECTION PASS FAIL</p> <p>(Please circle)</p> <p>Must pass all inspection points to pass vehicle inspection</p> | | |
| 7 Headlights | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| 8 Tail lights | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| PARTNER NAME _____ | | | EMAIL ADDRESS _____ | | |
| PARTNER SIGNATURE _____ | | PARTNER PHONE NUMBER _____ | | DATE _____ | |
| TO BE COMPLETED BY INSPECTOR | | | | | |
| COMPANY _____ | | | VEHICLE MILEAGE _____ | | |
| LICENSE PLATE # _____ | | | VIN # _____ | | |
| VEHICLE MAKE _____ | | VEHICLE MODEL _____ | | VEHICLE YEAR _____ | |
| ADDRESS _____ | | | | ASE CERTIFICATION # _____ | |
| INSPECTOR NAME _____ | | INSPECTOR SIGNATURE _____ | | INSPECTION DATE _____ | |
| Please upload this form to your partners.uber.com account once complete. This form expires one (1) year from the inspection date. | | | | | |



RASIER R4

ANNUAL VEHICLE INSPECTION

| INSPECTION POINT | PASS | FAIL | INSPECTION POINT | PASS | FAIL |
|---|--------------------------|--------------------------|---|--------------------------|--------------------------|
| 1 Foot brakes (no less than 1/16") | | | 9 Turn indicator lights | <input type="checkbox"/> | <input type="checkbox"/> |
| Right front | <input type="checkbox"/> | <input type="checkbox"/> | 10 Stop Lights | <input type="checkbox"/> | <input type="checkbox"/> |
| Left front | <input type="checkbox"/> | <input type="checkbox"/> | 11 Front seat adjustment | <input type="checkbox"/> | <input type="checkbox"/> |
| Right rear | <input type="checkbox"/> | <input type="checkbox"/> | 12 Doors (open, close, lock) | <input type="checkbox"/> | <input type="checkbox"/> |
| Left rear | <input type="checkbox"/> | <input type="checkbox"/> | 13 Horn | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 Emergency brake (parking brake) | <input type="checkbox"/> | <input type="checkbox"/> | 14 Speedometer | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 Steering mechanism | <input type="checkbox"/> | <input type="checkbox"/> | 15 Bumpers | <input type="checkbox"/> | <input type="checkbox"/> |
| Ball joints | <input type="checkbox"/> | <input type="checkbox"/> | 16 Muffler and exhaust system | <input type="checkbox"/> | <input type="checkbox"/> |
| Tie rods | <input type="checkbox"/> | <input type="checkbox"/> | 17 Tires, incl. tread depth (no less than 1/16") | | |
| Rack & pinion | <input type="checkbox"/> | <input type="checkbox"/> | Right front | <input type="checkbox"/> | <input type="checkbox"/> |
| Bushings | <input type="checkbox"/> | <input type="checkbox"/> | Left front | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 Windshield | <input type="checkbox"/> | <input type="checkbox"/> | Right rear | <input type="checkbox"/> | <input type="checkbox"/> |
| Large crack | <input type="checkbox"/> | <input type="checkbox"/> | Left rear | <input type="checkbox"/> | <input type="checkbox"/> |
| Small crack | <input type="checkbox"/> | <input type="checkbox"/> | 18 Interior and exterior rear view mirrors | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 Rear window and other glass | <input type="checkbox"/> | <input type="checkbox"/> | 19 Safety belts for driver and passenger(s) | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 Windshield wipers | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| 7 Headlights | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| 8 Tail lights | <input type="checkbox"/> | <input type="checkbox"/> | | | |

VEHICLE INSPECTION **PASS** **FAIL**
 (Please circle)

Must pass all inspection points to pass vehicle inspection

PARTNER NAME _____ EMAIL ADDRESS _____

PARTNER SIGNATURE _____ PARTNER PHONE NUMBER _____ DATE _____

TO BE COMPLETED BY INSPECTOR

COMPANY _____ VEHICLE MILEAGE _____

LICENSE PLATE # _____ VIN# _____

VEHICLE MAKE _____ VEHICLE MODEL _____ VEHICLE YEAR _____

ADDRESS _____

INSPECTOR NAME _____ INSPECTOR SIGNATURE _____ INSPECTION DATE _____

This form expires one (1) year from the inspection date



Attachment 2 – Other Information Provided by Rasier–DC, LLC That Is Not Covered by the Report of Independent Accountants

| Procedure Ref # | Agreed Upon Procedure Performed | Result | Management's Response |
|---------------------------|--|---|---|
| Vehicle Inspection | | | |
| 1 | For each selection made in procedure 1(c) from the Sample Selection section above, obtain the Annual Vehicle Inspection form from Rasier personnel, with the driver's phone number and email address redacted by Rasier. Rasier personnel said the Annual Vehicle Inspection form (Exhibits 4 & 5) is representative of the 19 point inspection required by the Motor Carriers Ordinance. Perform the following procedures: | PwC was unable to obtain an Annual Vehicle Inspection form for 1 out of the 55 samples selected. | This individual was authorized to operate in the Tampa Bay market. For a short period of time after the County's ordinance went into effect, this driver-partner had access to trip requests in Broward County, even though he had not completed a vehicle inspection (which is not currently a requirement in Tampa Bay). Once Rasier identified the issue (in February 2016), it took immediate action and this driver-partner no longer has access to trip requests in Broward County. <i>Refer to Appendix A for detailed summary of management's response.</i> |
| 1a | In the Inspection Results field of the Annual Vehicle Inspection form, observe the word 'pass' is circled. | PwC was unable to observe the word 'pass' on the Annual Vehicle Inspection form for 1 out of the available 55 samples selected. | This relates to the same sample as mentioned above. <i>Refer to Appendix A for detailed summary of management's response.</i> |
| 1b | Using the Date field of the Annual Vehicle Inspection form, observe the handwritten date is less than or equal to one year prior to the trip date per the Trip Record obtained in procedure 1(c) from the Sample Selection section above. | PwC was unable to observe the handwritten date on the Annual Vehicle Inspection form for 8 out of the 55 samples selected. | Vehicle inspection forms substantially comply with the substantive requirements of Section 22 1/2-9B. <i>Refer to Appendix A for detailed summary of management's response.</i> |
| 1c | If the inspection occurred on or after November 30, 2015 (the date that Rasier personnel advised it received a license from Broward County), observe that the form is the same form attached in Exhibit 4. If the inspection occurred before November 30, 2015, observe that the form is the same | <ul style="list-style-type: none"> • PwC was unable to observe the inspection date for 8 out of the 55 samples selected. • PwC observed for the 20 forms dated after November 30, 2015, 3 did not use the same form as attached in Exhibit 4. | Vehicle inspection forms substantially comply with the substantive requirements of Section 22 1/2-9B. <i>Refer to Appendix A for detailed summary of management's response.</i> |



| Procedure Ref # | Agreed Upon Procedure Performed | Result | Management's Response |
|-------------------------|---|--|---|
| | <p>form as one of the two forms attached in Exhibit 5.</p> <p>Observe that all fields are completed. If the form contains a field for ASE Certification Expiration Date, observe that the date listed is later than the date listed in the Date field on the form.</p> | <ul style="list-style-type: none"> • PwC was unable to observe all fields were completed for 17 of 55 of the samples selected. • PwC was unable to observe for 1 of the 17 forms that had an ASE Certification Expiration Date field, if the expiration date was later than the Date field of the form. | |
| 1d | Observe that all fields in the To Be Completed by Inspector are not blank. | PwC was unable to observe that all fields in the To Be Completed by Inspector are not blank for 17 out of the 55 samples selected. | Vehicle inspection forms substantially comply with the substantive requirements of Section 22 1/2-9B. <i>Refer to Appendix A for detailed summary of management's response.</i> |
| <i>Background Check</i> | | | |
| 3e | <p>Inspect the results of the Background Check "Motor Vehicle Record" section on the Background Check report, and perform the following:</p> <p>i) Observe the "license status" field is "Valid"</p> <p>ii) For any violations listed in the violation section observe if a Conviction Date is listed. If a Conviction Date is listed, document, in the table template from Exhibit 3, the text from the following fields on the Background Check report, in the corresponding column of the table:</p> <p>a. Description</p> | <p>1) PwC was unable to observe that the "license status" field is "Valid" for 1 out of 55 samples selected.</p> <p>PwC obtained a written response from Rasier and Broward County personnel whether each offense documented in Exhibit 3 is a disqualifying offense. Refer to Exhibit 3 for responses. Completed without exception.</p> | The driver's license at issue was a valid driver's license. The driver had pending citations that could have led to license suspension. Accordingly, this driver was operating in compliance with the ordinance. Rasier has verified that the driver's license was not suspended. <i>Refer to Appendix A for detailed summary of management's response.</i> |



| Procedure Ref # | Agreed Upon Procedure Performed | Result | Management's Response |
|--|---|---|--|
| | <p>b. Category c. Disposition d. Conviction Date</p> <p>Provide the table to and inquiry with Rasier and Broward County personnel whether the offence is a disqualifying offense per Section 22 ½ - 8(l) of the Motor Carrier's Ordinance. Rasier and Broward County will evaluate each item and provide a written conclusion in the column "Rasier Response" and "Broward Response," respectively, whether the offense is a disqualifying offense per Section 22 ½ - 8 (e) of the Motor Carrier's Ordinance.</p> | | |
| Payment File Validation | | | |
| <i>Objective 1 - Accuracy of trip fee trigger for pickup inside Geofence</i> | | | |
| 3b | Trips from procedure 1 identified as occurring at FL-Hollywood International Airport were excluded from the POE Payment File. | PwC observed that 1 of 3 pickup trips occurring at FL-Hollywood International Airport was not excluded from the POE Payment File. | The identified trip was, in fact, reported by Rasier as part of Rasier's January monthly report. The trip is listed on the report at 1/22/2016 10:12:07. Refer to Appendix A for detailed summary of management's response. |
| 4a | Trips from procedure 1 identified as occurring at Port of Everglades Seaport were included in the POE Payment File. | PwC was unable to observe that 3 of 6 pickup trips occurring at Port of Everglades Seaport were included in the POE Payment File. | Rasier's records reflect that this trip was a cancellation. Since the trip did not occur, it did not appear on Rasier's reports. Refer to Appendix A for detailed summary of management's response. |
| <i>Objective 2 - monthly payment file completeness</i> | | | |
| 6a | Compare the total number of records in "FLL Payment File" obtained in procedure 2 to the total number of records in "FLL Query Results" generated in procedure 5. | PwC compared the total number of records in the "FLL Payment File," [REDACTED] records total, to the number of records in the "FLL Query Results," [REDACTED] records total and noted a difference of 34 records. | This 34-trip (\$153.00 underpayment) discrepancy was caused by a minor error in the way in which Rasier generated monthly activity reports earlier in 2016. Rasier's query excluded trips that were requested in one month (for example, 11:59 pm on February 28, 2016) and started in a separate month (for example, 12:01 am on March 1, 2016). Rasier has corrected this error. Rasier notes that, when combined with the discrepancy for the Port of Everglades payment, Rasier overpaid |



| Procedure Ref # | Agreed Upon Procedure Performed | Result | Management's Response |
|--|--|--|--|
| | | | the County by \$415.00. <i>Refer to Appendix A for detailed summary of management's response.</i> |
| 6b | Compare the total number of records in the "POE Payment File" obtained in procedure 2 to the total number of records in the "POE Query Results" generated in procedure 5. | PwC compared the total number of records in the "POE Payment File," [REDACTED] records total, to the number of records in the "POE Query Results" [REDACTED] records total, and noted a difference of 284 records. | The 284-trip (\$568.00 overpayment) discrepancy was primarily caused by Rasier's use of a geofence that was too wide, thereby capturing trips that were not actually pickups at the Port. Rasier corrected the issue in February 2016 by revising its geofence, based on coordinates provided by the County. This discrepancy resulted in an overpayment to the County of \$568.00. <i>Refer to Appendix A for detailed summary of management's response.</i> |
| <i>Objective 3 - monthly payment file accuracy</i> | | | |
| 11 | Agree the total recalculated monthly FL-Hollywood International Airport trip fee in procedure 10 to total trip fee for the selected months per the "FLL Payment File" obtained in procedure 2. | PwC agreed the total recalculated monthly FL-Hollywood International Airport trip fee of \$ [REDACTED] to the total trip fee per the "FLL Payment File" of \$ [REDACTED], and noted a difference of \$153.00. | This 34-trip (\$153.00 underpayment) discrepancy was caused by a minor error in the way in which Rasier generated monthly activity reports earlier in 2016. Rasier's query excluded trips that were requested in one month (for example, 11:59 pm on February 28, 2016) and started in a separate month (for example, 12:01 am on March 1, 2016). Rasier has corrected this error. Rasier notes that, when combined with the discrepancy for the Port of Everglades payment, Rasier overpaid the County by \$415.00. <i>Refer to Appendix A for detailed summary of management's response.</i> |
| 13 | Agree the total recalculated monthly Port Everglades Seaport trip fee in procedure 12 to total trip fee for the selected months per the "POE Payment File" obtained in procedure 2. | PwC agreed the total recalculated monthly Port Everglades Seaport trip fee of \$ [REDACTED] to the total trip fee per the "POE Payment File" of \$ [REDACTED], and noted a difference of \$568.00. | The 284-trip (\$568.00 overpayment) discrepancy was primarily caused by Rasier's use of a geofence that was too wide, thereby capturing trips that were not actually pickups at the Port. Rasier corrected the issue in February 2016 by revising its geofence, based on coordinates provided by the County. This discrepancy resulted in an overpayment to the County of \$568.00. <i>Refer to Appendix A for detailed summary of management's response.</i> |



Appendix A – Detailed Summary of Management’s Response

| Cohort | Sample # | Procedure(s) | Description | Management's Response |
|------------------------|----------|----------------|--|--|
| 1 - Vehicle Inspection | 5 | 1c | Incorrection inspection form - Meineke | This vehicle inspection form substantially complies with the substantive requirements of Section 22 1/2-9B. |
| 1 - Vehicle Inspection | 6 | 1d | Incomplete inspection form - missing required inspector fields | This vehicle inspection form substantially complies with the substantive requirements of Section 22 1/2-9B. Rasier has obtained the missing field (auto repair facility registration number) and added it to its files. |
| 1 - Vehicle Inspection | 12 | 1b, 1c, 1d | Incomplete inspection form - date cutoff, missing required inspector fields | This vehicle inspection form substantially complies with the substantive requirements of Section 22 1/2-9B. Rasier is making good-faith efforts to obtain the missing field (auto repair facility registration number). |
| 1 - Vehicle Inspection | 13 | 1d | Incomplete inspection form - missing inspector name | This vehicle inspection form substantially complies with the substantive requirements of Section 22 1/2-9B. The technician signed, but did not print his name. The name is legible via the signature. |
| 1 - Vehicle Inspection | 16 | 1a, 1b, 1c, 1d | No inspection form | This individual was authorized to operate in the Tampa Bay market. For a short period of time after the County's ordinance went into effect, this driver-partner had access to trip requests in Broward County, even though he had not completed a vehicle inspection (which is not currently a requirement in Tampa Bay). Once Rasier identified the issue (in February 2016), it took immediate action to rectify the issue and this driver-partner no longer has access to trip requests in Broward County. |
| 1 - Vehicle Inspection | 20 | 1c | Incorrect inspection form - after 11/30/15 and no ASE certification details on inspection form | The ASE certification number is on the inspection form. The ASE expiration date is not on the form. Rasier confirmed that this mechanic's certification was current on November 30, 2015 (the date of the inspection). |
| 1 - Vehicle Inspection | 24 | 1d | Incomplete inspection form - missing required inspector fields | This vehicle inspection form substantially complies with the substantive requirements of Section 22 1/2-9B. It appears there is a signature or mark on the form, which was the missing field. |
| 1 - Vehicle Inspection | 26 | 1d | Incomplete inspection form - missing required inspector fields | This vehicle inspection form substantially complies with the substantive requirements of Section 22 1/2-9B. Rasier is making good-faith efforts to obtain the missing field (auto repair facility registration number). |
| 1 - Vehicle Inspection | 27 | 1d | Incomplete inspection form - cut off | This vehicle inspection form substantially complies with the substantive requirements of Section 22 1/2-9B. The scanned copy of this form was slightly cut off. |
| 1 - Vehicle Inspection | 28 | 1d | Incomplete inspection form - missing required inspector fields | This vehicle inspection form substantially complies with the substantive requirements of Section 22 1/2-9B. Rasier is making good-faith efforts to obtain the missing field (auto repair facility registration number). |
| 1 - Vehicle Inspection | 32 | 1d | Incomplete inspection form - missing required inspector fields | This vehicle inspection form substantially complies with the substantive requirements of Section 22 1/2-9B. Rasier is making good-faith efforts to obtain the missing field (auto repair facility registration number). |
| 1 - Vehicle Inspection | 34 | 1d | Incomplete inspection form - unable to read inspection date | This vehicle inspection form substantially complies with the substantive requirements of Section 22 1/2-9B. The inspection date is legible (it took place on 8/9/2015). |
| 1 - Vehicle Inspection | 36 | 1b, 1c | Incorrect inspection form - Lyft form & unclear inspection date | This vehicle inspection form substantially complies with the substantive requirements of Section 22 1/2-9B. The inspection date is legible (it took place on 8/4/2015). |
| 1 - Vehicle Inspection | 37 | 1b, 1c | Incorrect inspection form - Lyft form & no inspection date | This vehicle inspection form substantially complies with the substantive requirements of Section 22 1/2-9B. The inspection date is legible (it took place on 11/24/2015). |
| 1 - Vehicle Inspection | 38 | 1d | Incomplete inspection form - missing required inspector fields (license plate #) | This vehicle inspection form substantially complies with the substantive requirements of Section 22 1/2-9B. Rasier has obtained the missing field (auto repair facility registration number) and added it to its files. |
| 1 - Vehicle Inspection | 40 | 1b, 1c, 1d | Incomplete inspection form - form cutoff, unable to read inspection date | While the scanned copy on file is difficult to read, the vehicle inspection form appears to substantially comply with the substantive requirements of Section 22 1/2-9B. In addition, this TNC Driver submitted a new inspection form in May 2016, which is fully legible and in compliance with the ordinance. |
| 1 - Vehicle Inspection | 41 | 1d | Incomplete inspection form - missing required inspector fields (ASE certification # & ASE certification exp. Date) | The technician who signed the form represented that they were ASE certified. Rasier is undertaking good-faith efforts to obtain the mechanic's ASE certification number and expiration date. |
| 1 - Vehicle Inspection | 42 | 1c | Incorrect form but included ASE certification # & ASE expiration date | This vehicle inspection form substantially complies with the substantive requirements of Section 22 1/2-9B - it contains all required information. |
| 1 - Vehicle Inspection | 45 | 1c | Incorrect inspection form - Uber form but not one in exhibits | This vehicle inspection form substantially complies with the substantive requirements of Section 22 1/2-9B. Rasier is undertaking good-faith efforts to obtain the missing information (ASE certification number and date). |
| 1 - Vehicle Inspection | 46 | 1b, 1c, 1d | Incorrect inspection form - image cutoff, missing date so unable to determine whether correct form was used, missing partner name, missing required inspector fields (license plate #) | This vehicle inspection form substantially complies with the substantive requirements of Section 22 1/2-9B. Rasier has obtained the missing field (auto repair facility registration number) and added it to its files. |
| 1 - Vehicle Inspection | 47 | 1d | Incomplete inspection form - missing required inspector fields (license plate #) | This vehicle inspection form substantially complies with the substantive requirements of Section 22 1/2-9B. Rasier has obtained the missing field (auto repair facility registration number) and added it to its files. |
| 1 - Vehicle Inspection | 50 | 1b, 1c | Incomplete inspection form - image cutoff, missing date so unable to determine whether correct form was used | While the scanned copy on file is cut off, the vehicle inspection form appears to substantially comply with the substantive requirements of Section 22 1/2-9B. This partner has also been inactive for over seven months and would need to upload a new vehicle inspection form to be given access to trip requests in Broward County via the Uber app. |
| 1 - Vehicle Inspection | 51 | 1b, 1c, 1d | Incomplete inspection form - image cutoff, missing date so unable to determine whether correct form was used, missing inspection date & inspector | This vehicle inspection form substantially complies with the substantive requirements of Section 22 1/2-9B. The inspection date is listed on the form. While the technician's name is missing, the form lists the technician's ASE certification number. |
| 1 - Vehicle Inspection | 55 | 1d | Incomplete inspection form - missing required inspector fields (license plate #) | This vehicle inspection form substantially complies with the substantive requirements of Section 22 1/2-9B. Rasier has obtained the missing field (auto repair facility registration number) and added it to its files. |
| 2 - Background check | 52 | 3ei | License status (page 3/4 see link) which states " Valid Pending (valid pending Sanctions)" instead of valid. | The driver's license at issue was a valid driver's license. The driver had pending citations that could have led to license suspension. Accordingly, this driver was operating in compliance with the ordinance. Rasier has verified that the driver's license was not suspended. |



| Cohort | Sample # | Procedure(s) | Description | Management's Response |
|-----------------------------|----------|--------------|---|--|
| 3 - Payment File Validation | n/a | 6a | Difference of (34) noted between payment file and query results [REDACTED] | This 34-trip (\$153.00 underpayment) discrepancy was caused by a minor error in the way in which Rasier generated monthly activity reports earlier in 2016. Rasier's query excluded trips that were requested in one month (for example, 11:59 pm on February 28, 2016) and started in a separate month (for example, 12:01 am on March 1, 2016). Rasier has corrected this error. Rasier notes that, when combined with the discrepancy for the Port of Everglades payment, Rasier overpaid the County by \$415.00. |
| 3 - Payment File Validation | n/a | 6b | Difference of 284 noted between payment file and query results [REDACTED] | The 284-trip (\$568.00 overpayment) discrepancy was primarily caused by Rasier's use of a geofence that was too wide, thereby capturing trips that were not actually pick ups at the Port. Rasier corrected the issue in February 2016 by revising its geofence, based on coordinates provided by the County. This discrepancy resulted in an overpayment to the County of \$568.00. |
| 3 - Payment File Validation | n/a | 11 | Noted a total difference of \$153.00 between recalculated total and payment file total [REDACTED] (i.e. underpaid per calculation) | This 34-trip (\$153.00 underpayment) discrepancy was caused by a minor error in the way in which Rasier generated monthly activity reports earlier in 2016. Rasier's query excluded trips that were requested in one month (for example, 11:59 pm on February 28, 2016) and started in a separate month (for example, 12:01 am on March 1, 2016). Rasier has corrected this error. Rasier notes that, when combined with the discrepancy for the Port of Everglades payment, Rasier overpaid the County by \$415.00. |
| 3 - Payment File Validation | n/a | 13 | Noted a total difference of (\$568.00) between recalculated total and payment file total [REDACTED] (i.e. overpaid per recalculation) | The 284-trip (\$568.00 overpayment) discrepancy was primarily caused by Rasier's use of a geofence that was too wide, thereby capturing trips that were not actually pick ups at the Port. Rasier corrected the issue in February 2016 by revising its geofence, based on coordinates provided by the County. This discrepancy resulted in an overpayment to the County of \$568.00. |
| 3 - Payment File Validation | 1 | 4a | Unable to locate trip | Rasier's records reflect that this trip was a cancellation. Since the trip did not occur, it did not appear on Rasier's reports. |
| 3 - Payment File Validation | 2 | 4a, 4b | Drop off and not a pick up as stated within procedures | The identified trip was, in fact, reported by Rasier as part of Rasier's January monthly report. The trip is listed on the report at 1/16/2016 10:28:38. |
| 3 - Payment File Validation | 3 | 3b | FLL Trip was not excluded from POE payment file | The identified trip was, in fact, reported by Rasier as part of Rasier's January monthly report. The trip is listed on the report at 1/22/2016 10:12:07. |
| 3 - Payment File Validation | 6 | 4a | Unable to locate | Rasier's records reflect that this trip was a cancellation. Since the trip did not occur, it did not appear on Rasier's reports. |
| 3 - Payment File Validation | 8 | 4a | Unable to locate | Rasier's records reflect that this trip was a cancellation. Since the trip did not occur, it did not appear on Rasier's reports. |
| 3 - Payment File Validation | 10 | 4a, 4b | Drop off and not a pick up as stated within procedures | Although the procedure did not include instructions for drop-off trips noted that the identified trip was, in fact, reported by Rasier as part of Rasier's January monthly report. The trip is listed on the report at January 23, 2016 at 11:10 am. |
| 3 - Payment File Validation | 11 | 4a, 4b | Drop off and not a pick up as stated within procedures | Although the procedure did not include instructions for drop-off trips noted that the identified trip was, in fact, reported by Rasier as part of Rasier's January monthly report. The trip is listed on the report at January 2, 2016 at 10:21:28 |
| 3 - Payment File Validation | 12 | 4a, 4b | Unable to confirm whether trip was pickup - listed as "unclear" | Our records reflect that the identified driver-partner was not on a trip at the identified date and time. |
| 3 - Payment File Validation | 13 | 4a, 4b | Unable to confirm whether trip was pickup - listed as "unclear" | Our records reflect that the identified driver-partner was not on a trip at the identified date and time. |
| 3 - Payment File Validation | 14 | 4a, 4b | Drop off and not a pick up as stated within procedures | Although the procedure did not include instructions for drop-off trips noted that the identified trip was, in fact, reported by Rasier as part of Rasier's January monthly report. The trip is listed on the report at March 19, 2016 at 13:00:00. |
| 3 - Payment File Validation | 16 | 3a, 3b | Unable to perform test as no time was recorded | No response - auditors were unable to perform test. |
| 3 - Payment File Validation | 17 | 3a, 3b | Unable to perform test as no time was recorded | No response - auditors were unable to perform test. |
| 3 - Payment File Validation | 18 | 4a, 4b | Drop off and not a pick up as stated within procedures | Although the procedure did not include instructions for drop-off trips noted that Rasier's records reflect that this trip was a cancellation. Since the trip did not occur, it did not appear on Rasier's reports. |



BERTHA W. HENRY, County Administrator
115 S. Andrews Avenue, Room 409 • Fort Lauderdale, Florida 33301 • 954-357-7362 • FAX 954-357-7360

MEMORANDUM

DATE: November 29, 2016
TO: Board of County Commissioners
FROM: Bertha Henry, County Administrator
SUBJECT: 2016 Raiser-DC, LLC (Uber) and Lyft Agreed-Upon Procedures Status

This memorandum summarizes Broward County Administration’s response to its review of Agreed-Upon Procedures (AUPs) received from Rasier-DC, LLC and Lyft on October 20, 2016 and November 2, 2016, respectively.

As Transportation Network Companies (TNCs) operating within Broward County, Rasier and Lyft are required to submit to the County third party reviews of their TNC operations. The structure of these reviews is prescribed within AUPs in License Agreements between the TNCs and Port Everglades and the Airport. The AUPs are designed to check compliance with Chapter 22½ – Motor Carriers, of the Broward County Code of Ordinances, and completeness and accuracy of reported trips and trip fees related to TNC operations at the Port and Airport. The AUPs review operations over a three-month period [January 1, 2016 through March 31, 2016 (Rasier) and April 1, 2016 through June 30, 2016 (Lyft)].

The reviews indicate that Rasier and Lyft operations appear to have instances of noncompliance with Chapter 22½, primarily with vehicle inspections. The Environmental Protection and Growth Management Department is negotiating with representatives of both Raiser and Lyft to reach agreements on penalty settlements.

The reviews also indicate a Raiser \$153 underpayment of trip fees to the Airport and a \$568 overpayment to the Port, and a \$972 Lyft underpayment to the Airport. Airport and Port staff are coordinating with the TNCs to receive payment for underpayments and properly document and reconcile overpayments.

ec: Steven Cernak, Director, Port Everglades
Mark Gale, Director, BCAD
Henry Sniezek, Director, EPGMD
Lenny Vialpando, Deputy Director, EPGMD

LYFT, INC.

AGREED-UPON PROCEDURES

For the period of April 1, 2016 through June 30, 2016

**INDEPENDENT ACCOUNTANTS' REPORT
ON APPLYING AGREED-UPON PROCEDURES**

To Lyft, Inc.

We have performed the procedures enumerated in the following report, which were agreed to by you, solely to assist you with respect to the Broward County Agreed-Upon Procedures ("Procedures" or the "Lyft, Inc. AUP") included in the specified schedules, and the information used to perform these procedures. Lyft, Inc.'s management is responsible for the Company's compliance with the stated rules and guidelines within the procedures described in this report. This agreed-upon procedures engagement was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. The sufficiency of these procedures is solely the responsibility of those parties specified in the report. Consequently, we make no representation regarding the sufficiency of the procedures described below either for the purpose for which this report has been requested or for any other purpose.

We were not engaged to and did not conduct an audit, the objective of which would be the expression of an opinion on the accounting records. Accordingly, we do not express such an opinion. Had we performed additional procedures, other matters might have come to our attention that would have been reported to you.

This report is intended solely for the information and use of the management of Lyft, Inc. and is not intended to be, and should not be, used by anyone other than these specified parties.



San Francisco, California
November 2, 2016

LYFT, INC.

BROWARD COUNTY AGREED-UPON PROCEDURES

April 1, 2016 through June 30, 2016

The procedures performed and our findings associated with such procedures are detailed as follows:

SAMPLE SELECTION

BPM obtained from Lyft, Inc. (“Lyft”) personnel, a query output of all rides with a pick-up in Broward County (“Broward”) from April 1, 2016 through June 30, 2016. The query output contained the unique driver ID of all drivers who performed a pickup in Broward County during the relevant time period.

- 1a. BPM randomly selected a sample of 55 trips, and observed that each selection had a unique driver ID from the query output for use in procedure no. 1 and 2 noted below, of the Driver Compliance Validation procedures. For each selection, BPM obtained from Lyft personnel a summary of the trip record showing trip date; driver first name; driver last name; last five digits of the driver’s driver license number; unique driver ID; first three digits of the driver’s license plate number; make, model, and year of vehicle.
- 1b. BPM randomly selected an additional sample of 55 trips, and observed each selection had a unique driver ID from the query output obtained as part of the sample selection process, for use in procedure no. 3 of the Driver Compliance Validation procedures. For each selection, BPM obtained from Lyft personnel a summary of the selected trip record showing trip date, unique Driver ID, driver name and date of birth, and credential date, i.e., post-ordinance date on which the Lyft driver was given access to pick-up requests from Broward County via Lyft’s digital platform.
- 1c. BPM randomly selected an additional sample of 55 trips and observed each selection had a unique driver ID from the query output obtained as part of the sample selection process, for use in procedure no. 7 of the Payment File Validation procedures. For each selection, BPM obtained from Lyft personnel a summary of the selected trip record showing trip date, pickup time, latitude of pickup location, longitude of pickup location, and the first three digits of the license plate of the car.

PROCEDURES

Driver Compliance Validation

Vehicle Inspection

1. For each driver selection made in sample 1(a) from the Sample Selection above, BPM obtained the Annual Vehicle Inspection form from Lyft personnel, which was representative of the 19 point inspection required of the Motor Carriers Ordinance, which included the driver’s phone number and email address redacted by Lyft and performed the following procedures:
 - a. In the Inspection Results field of the Annual Vehicle Inspection form, BPM observed the word ‘pass’ was circled.
 - b. Using the Date field of the Annual Vehicle Inspection form, BPM observed that the handwritten date was within one year prior to the trip date per the trip record obtained in sample 1(a) from the Sample Selection.
 - c. BPM observed that an inspector number was included in the ASE Certification Number field on the report and, for all vehicle inspections that occurred after Lyft obtained its license (November 30, 2015), that the expiration date in the ASE Certification Expiration Date field was later than the date of the report.

LYFT, INC.

BROWARD COUNTY AGREED-UPON PROCEDURES

April 1, 2016 through June 30, 2016

Driver Compliance Validation, continued

Vehicle Inspection, continued

- d. If no ASE certification number was listed, BPM observed that the vehicle inspection station (name and address) appeared on the list of ASE-certified mechanics in the Miami area included in Exhibit I of this report.
- e. BPM observed whether all fields in the “To Be Completed by Inspector” were completed in their entirety.

Findings and Observations: Of the 55 samples on which the above procedures were performed, the below observations were noted;

- The Annual Vehicle Inspection Form provided for one of the selections, the word pass was not circled in the Inspection Results field, while BPM notes that all the specific items of the inspection were noted as passed.
- Lyft, Inc. was unable to provide BPM with Annual Vehicle Inspection Forms dated prior to the trip date for 11 of the sample selections made.
- In initially performing this procedure, for nine of the sample selections made for which an Annual Vehicle Inspection Form was obtained, procedure 1d was performed inconclusively as the mechanic was not on the initial list provided by Lyft of ASE-Certified Mechanics in the Miami Area. Upon reperformance of procedure 1d with an expanded list of ASE-Certified Mechanics in the Miami Area provided by Lyft on November 2, 2016 (see full list provided at Exhibit 1), BPM noted only three of the original sample selections remained exceptions.

Other than those observations described above, all procedures were performed without exception or variance.

Driver License

2. For each selection made in sample 1(a) from the Sample Selection, BPM obtained a copy of the driver’s driver license from Lyft personnel with last five digits of the driver license number, driver license expiration date, first name, and last name. Non-relevant information such as address, date of birth, photograph and height was redacted by Lyft. BPM then performed the following procedures:
 - a. Compared the driver’s first, last name, and last five digits of the driver license number to the driver’s first, last name and last five digits of the driver license number on the trip record obtained in sample 1(a) from the Sample Selection above.
 - b. Observed the expiration date on the driver license was on or after the date of the trip per the trip record obtained in sample 1(a) from the Sample Selection. If the expiration date was prior to the trip date, BPM obtained from Lyft personnel a copy of the driver’s Motor Vehicle Record showing that the license was valid at the time of the trip.

LYFT, INC.

BROWARD COUNTY AGREED-UPON PROCEDURES

April 1, 2016 through June 30, 2016

Driver Compliance Validation, continued

Driver License, continued

- c. If the Driver's License was not issued by the state of Florida, BPM obtained a copy of the Military or Student ID from Lyft personnel, with non-relevant information such as identification number, address, date of birth and height, redacted by Lyft and performed the following:
 - i. Compared the driver's first and last name on the driver license to the driver's first and last name on the Military or Student ID.
 - ii. Observed the expiration date on the Military or Student ID was on or after the date of the trip per the trip record obtained in sample 1(a) from the Sample Selection.
 - iii. Observed the expiration date on the Driver License was on or after the date of the trip per the trip record obtained in sample 1(a) from the Sample Selection.

Findings and Observations: Of the 55 samples on which the above procedures were performed, the below observation was noted;

- The Driver License provided for one of the selections made was expired prior to the trip date and BPM was unable to obtain from Lyft, Inc. personnel a copy of the driver's Motor Vehicle Record showing that the license was valid at the time of the trip.

Other than those observations described above, all procedures were performed without exception or variance.

Background Check

3. For each selection made in sample 1(b) from the Sample Selection, BPM obtained the Motor Vehicle report and the Background Check report from Lyft personnel with non-relevant information such as the social security number, address, driver license number, email, and phone number redacted by Lyft. In accordance with Section 22 ½ - 8 (e) of the Motor Carrier's Ordinance, BPM performed the following:
 - a. Compared the name and date of birth per the trip record obtained in sample 1(b) from the Sample Selection above to the name and date of birth on the background check report.
 - b. Observed that the "Date Completed" field on the Background Check report was dated on or prior to the date of the trip per the trip record output obtained in sample 1(b).
 - c. If the "Credential Date" identified in the trip record obtained in 1(b) from the Sample Selection was more than one year prior to the trip date, to confirm the background check was re-run before the one-year credential period expired, BPM observed that the background check was completed prior to, but no greater than one year before the Trip Date.

LYFT, INC.

BROWARD COUNTY AGREED-UPON PROCEDURES

April 1, 2016 through June 30, 2016

Driver Compliance Validation, continued

Background Check, continued

- d. Inspected all results in the Background Check which may include “Sex Offender Search,” “Terrorist Watch-list Search,” “National Criminal Search,” and “County Criminal Search” and observed if any of the following words are listed indicating an offense in the “disposition” field: “conviction,” “convicted,” “adjudication withheld,” “plea of nolo contendere,” “incarceration,” “guilty,” “guilty by jury,” “adjudicate,” “adjudication,” “nolo,” “sentenced,” “plead,” “plea bargain,” “no contest,” or “probation.” If none of the above words were listed, BPM proceeded to procedure 4(e). Otherwise, BPM inspected the text from the following fields:

- i. Charge:
- ii. Classification or Offense Type:
- iii. Disposition: Adjudication
- iv. Notes:
- v. Disposition date:

BPM compared the “Charge” listed in the Background Check to the list of offenses listed in the ‘Offense’ Column of the Background Check Adjudication Criteria Checklist, within the relevant look-back period per the “look-back period” column. If there was reasonable match, BPM performed an inquiry with Lyft personnel and Broward County and asked if the offense from the ‘disposition’ field was a disqualifying offense. BPM notes that there were no disqualifying offense, and hence BPM did not document the text from the Back Ground Check procedures 3d i-v above and the corresponding offense description from the Offense column of the Background Check Adjudication Criteria Checklist.

- e. BPM inspected the results of the Motor Vehicle Record, and performed the following procedures:
- i. Observe the “license status” field is “Valid”
 - ii. For violations listed, observed the text from the following fields:
 - a. Category or Subtype
 - b. Description
 - c. Additional Information
 - d. Conviction Date

Additionally, BPM determined if the violation matches any offenses in the Background Check Adjudication Criteria Checklist provided by Broward within the relevant look-back period per the “look-back period” column or if there were more than three moving violations during the three-year period preceding the credential date. If there was a reasonable match, BPM documented the text from fields a-d above and the corresponding offense description from the offense column of the Background Check Adjudication Criteria Checklist.

Findings and Observations: BPM noted no exceptions in the procedures performed under this section of the Procedures.

LYFT, INC.

BROWARD COUNTY AGREED-UPON PROCEDURES

April 1, 2016 through June 30, 2016

Driver Compliance Validation, continued

Active Vehicle Count

4. BPM inquired with Lyft personnel to determine which of the license fee structures was paid to Broward County:
 - a. License fee for up to 10 vehicles\$2,000
 - b. License fee for up to 25 vehicles\$4,500
 - c. License fee for up to 100 vehicles\$16,000
 - d. License fee for up to 250 vehicles\$35,000
 - e. License fee for up to 500 vehicles\$60,000
 - f. License fee for up to 1,000 vehicles\$100,000
 - g. License fee for up to 2,000 vehicles\$160,000
 - h. License fee for up to 5,000 vehicles\$300,000
5. If Lyft paid the fee associated with category 4(h), BPM inquired with Lyft personnel to determine if the company has more than 5,000 active vehicles, yes or no. If yes, skip procedure 6, if no, move on to procedure 6.
6. If Lyft paid the fees associated with categories 4(a)-(g), obtain from Lyft personnel, a query output that provides the following information for each of the months April, May, and June 2016 of all rides that picked up in Broward County in such months. The query output contains trip date, pickup time, latitude of pickup location, longitude of pickup location, and unique Driver ID.
 - a. For each of the selected months, count the number of unique Driver IDs in the report.
 - b. For each of the selected months, compare the number of unique Driver IDs counted in procedures 6a to the number of vehicles associated with the fee structure payment noted in procedures 4.

Findings and Observations: BPM inquiry in procedure no. 4 indicated that Lyft paid the fee for “g” or 2,000 unique Driver IDs. Based on the procedures performed under the Active Vehicle Count category, the results of BPM’s inquiries indicated Lyft had in excess of 2,000 unique Driver IDs during each of the months in the period of April 1, 2016 through June 30, 2016.

Payment File Validation

FL-Hollywood International Airport and Port Everglades

1. BPM obtained from Broward County, for the months of April, May and June 2016, the list of independent samples from Broward County which represents Lyft drivers independently identified by Broward County as having picked up a ride at FL-Hollywood International Airport or Port Everglades Seaport. BPM identified whether the trip was identified by Broward County as occurring at FL-Hollywood International Airport or Port Everglades Seaport.
2. BPM obtained from Lyft personnel a copy of the Airport Lyft Monthly Report (“FLL Payment File”) and the Port Everglades Seaport Lyft Monthly Report (“POE Payment File”), which Lyft remitted to Broward County, for each of the months covering the selections in procedure 1.

LYFT, INC.

BROWARD COUNTY AGREED-UPON PROCEDURES

April 1, 2016 through June 30, 2016

Driver Compliance Validation, continued

Payment File Validation, continued

FL-Hollywood International Airport and Port Everglades, continued

3. For each sample selected in 1 above, identified as occurring at FL-Hollywood International Airport, within the "FLL Payment File" for the month in which the trip was recorded, BPM filtered the first three digits of the license plate number of the vehicle, and then filtered the date the trip was taken. BPM identified any trips that started within +/- thirty minutes of start time documented from the independent samples from Broward County in 1 above.

BPM observed that:

- a. Trips from 1 above, identified as occurring at FL-Hollywood International Airport were included in the Fort Lauderdale International Airport - Lyft Monthly Report ("FLL Payment File").
 - b. Trips from 1 above identified as occurring at FL-Hollywood International Airport were excluded from the Port Everglades Seaport - Lyft Monthly Report ("POE Payment File").
4. For each sample selected in 1 above, identified as occurring at Port of Everglades, within the "POE Payment File" for the month in which the trip was recorded, BPM filtered the first 3 digits of the license plate number of the vehicle, and then filtered the date the trip was taken. BPM identified any trips that started within +/- 30 minutes of start time documented in the independent samples from Broward County in procedure 1. For these, BPM observed that:
 - a. Trips from 1 above identified as occurring at Port of Everglades Seaport were included in the Port Everglades Seaport - Lyft Monthly Report ("POE Payment File").
 - b. Trips from 1 above identified as occurring at Port of Everglades Seaport were excluded from the Fort Lauderdale International Airport - Lyft Monthly Report ("FLL Payment File").

Findings and Observations: Broward provided three (3) "Citations" as their sample. Of the three (3) citations obtained in procedure 1 above, on which the above procedures were performed, the following observations were noted;

- One (1) trip was identified in the citation as occurring at FL-Hollywood International Airport. BPM observed, as part of procedure 3a, that it was not included in the Fort Lauderdale International Airport - Lyft Monthly Report ("FLL Payment File").
- Two (2) trips were identified in the citation as occurring at Port of Everglades Seaport. BPM observed, as part of procedure 4a, that they were not included in the Port Everglades Seaport - Lyft Monthly Report ("POE Payment File").

Other than those observations described above, all procedures were performed without exception or variance.

LYFT, INC.

BROWARD COUNTY AGREED-UPON PROCEDURES

April 1, 2016 through June 30, 2016

Driver Compliance Validation, continued

Monthly Payment File Completeness

5. BPM obtained from Lyft personnel, for each of the months selected (April, May, June 2016), a query output (“FLL Query Results”) of all trips that picked up at FL-Hollywood International Airport, and a separate query output (“POE Query Results”) for all trips that picked up at Port Everglades Seaport, for the selected months. The query outputs contained trip date, pickup time, latitude of pickup location, longitude of pickup location, and the first three digits of the license plate of the car.
6. For each month selected,
 - a. BPM compared the total number of records in “FLL Payment File” obtained in procedure 2 above, to the total number of records in “FLL Query Results” generated in procedure 5 above,
 - b. BPM compared the total number of records in the “POE Payment File” obtained in procedure 2 above, to the total number of records in the “POE Query Results” generated in procedure 5 above.
7. For each selection made in procedure 1(c) (page 1), BPM obtained the Trip Record containing trip date, pickup time, latitude of pickup location, longitude of pickup location, and the first three digits of the license plate of the car.
8. Using geojson.io, BPM drew the FL-Hollywood International Airport and the Port Everglades Seaport geofence using the geo-coordinates that represent the geofences as defined in the License Agreement between Broward County and Lyft, obtained from Lyft personnel.
9. For each sample of 55 trips obtained from Sample 1(c), BPM plotted the pickup location of the trip using the latitude/longitude coordinates from the Trip Record into the geojson.io map drawn in Payment File Validation Procedure 8 above by following the procedures below:
 - a. Obtained from Lyft personnel a .csv file of the selected trips with unique ride identifier and start latitude and start longitude of the ride.
 - b. Drag and dropped the .csv file from procedure 9(a) above onto the map in geojson.io, which displayed all the points on the map while leaving the geofences intact.
10. Once the ride coordinates were plotted in geojson.io as noted above, BPM performed the following for each ride selected from step 7:
 - a. Inspected whether the trip pickup occurred inside or outside the FL-Hollywood International Airport geofence drawn in Payment File Validation Procedure 8.
 - b. Inspected whether the trip pickup occurred inside or outside the Port Everglades Seaport geofence drawn in Payment File Validation Procedure 8.
 - c. For selections that had a pickup within FL-Hollywood International Airport geofence (as determined in procedure 9a), BPM inspected the “FLL Payment File” obtained in Payment File Validation Procedure 2 and agreed the latitude/longitude and date/time of the pickup for the selection to the “FLL Payment File.”

LYFT, INC.

BROWARD COUNTY AGREED-UPON PROCEDURES

April 1, 2016 through June 30, 2016

Driver Compliance Validation, continued

Monthly Payment File Completeness, continued

- d. For selections that had a pickup within Port Everglades Seaport (as determined in procedure 9b), BPM inspected the "POE Payment File" obtained in procedure 2 and agreed the latitude/longitude and date/time of the pickup for the selection to the "POE Payment File."
- e. For selections that had a pickup outside of the FL-Hollywood International Airport geofence (as determined in procedure 9a), BPM inspected the "FLL Payment File" obtained in Payment File Validation Procedure 2 and agreed the latitude/longitude and date/time of samples to determine that the rides were not included in the "FLL Payment File."
- f. For selections made that had a pickup outside of the Port Everglades Seaport geofence (as determined in procedure 9b), BPM inspected the "POE Payment File" obtained in Payment File Validation Procedure 2 and BPM agreed the latitude/longitude and date/time of samples to determine that the rides were not included in the "POE Payment File."

Findings and Observations: Of the 3 months on which the above procedures were performed, the below observations were noted;

- The total number of records in the "FLL Payment File" obtained in procedure 2 did not match to the total number of records in the "FLL Query Results" obtained in procedure 5 as follows:
 - For the month of April, the total number of records in the "FLL Payment File" obtained in procedure 2 was 4,800 compared to the total number of records in the "FLL Query Results" obtained in procedure 5 which was 4,850.
 - For the month of May, the total number of records in the "FLL Payment File" obtained in procedure 2 was 6,162 compared to the total number of records in the "FLL Query Results" obtained in procedure 5 which was 6,256.
 - For the month of June, the total number of records in the "FLL Payment File" obtained in procedure 2 was 5,767 compared to the total number of records in the "FLL Query Results" obtained in procedure 5 which was 5,839.

Other than those observations described above, all procedures were performed without exception or variance.

Monthly Payment File Accuracy

10. BPM recalculated the FL-Hollywood International Airport total trip fee for each of the monthly payments by multiplying the total record count in the "FLL Query Results" obtained in procedure 5 by \$4.50 for each of the months selected in Payment File Validation Procedure 1.
11. BPM agreed the total recalculated monthly FL-Hollywood International Airport trip fee in procedure 10 to total trip fee for the selected months per the "FLL Payment File" obtained in Payment File Validation Procedure 1.

LYFT, INC.

BROWARD COUNTY AGREED-UPON PROCEDURES

April 1, 2016 through June 30, 2016

Driver Compliance Validation, continued

Monthly Payment File Accuracy, continued

12. Recalculated the Port Everglades Seaport total trip fee for each of the monthly payments by multiplying the total record count in the "POE Query Results" obtained in procedure 5 by \$2.00 for each of the months selected in Payment File Validation Procedure 1.
13. Agreed the total recalculated monthly Port Everglades Seaport trip fee in procedure 12 to total trip fee for the selected months per the "POE Payment File" obtained in Payment File Validation Procedure 2.

Findings and Observations: Of the 3 months on which the above procedures were performed, the below observations were noted;

- The total recalculated monthly FL-Hollywood International Airport trip fee in procedure 10 did not agree to total trip fee for the selected months per the "FLL Payment File" obtained in procedure 2 as follows;
 - For the month of April, the total recalculated monthly FL-Hollywood International Airport trip fee in procedure 10 was \$21,825 compared to total trip fee for the selected months per the "FLL Payment File" obtained in procedure 2 which was \$21,600.
 - For the month of May, the total recalculated monthly FL-Hollywood International Airport trip fee in procedure 10 was \$28,152 compared to total trip fee for the selected months per the "FLL Payment File" obtained in procedure 2 which was \$27,729.
 - For the month of June, the total recalculated monthly FL-Hollywood International Airport trip fee in procedure 10 was \$26,275.50 compared to total trip fee for the selected months per the "FLL Payment File" obtained in procedure 2 which was \$25,951.50.

Other than those observations described above, all procedures were performed without exception or variance.

LYFT, INC.**BROWARD COUNTY AGREED-UPON PROCEDURES**

April 1, 2016 through June 30, 2016

EXHIBIT I – Updated List of ASE-Certified Mechanics in the Miami Area

| Name | Address | City | Phone |
|--|-----------------------------|------------------|----------------|
| Abana Auto Parts | 222 SW 22 Avenue | Miami | (305) 649-8786 |
| Advanced Auto Diagnostic Ii | 1779 W Flagler St | Miami | (305) 967-8727 |
| All Import Tech Corporation | 7291 SW 41st St | Miami | (305) 262-1994 |
| Apex Automotive - Lake Worth | 6680 Lantana Road | Lake Worth | (561) 432-9200 |
| Brandon's Auto & Truck Sales & Service | 530 S Dixie Hwy W | Pompano Beach | (954) 781-4400 |
| Complete Car Care Center - Boca Raton | 1990 NW 1st Ave | Boca Raton | (561) 338-9192 |
| Dj Body Shop | 3582 NW 52nd Street | Miami | (786) 457-7774 |
| Doug's Automotive Repair Service | 8800 SW 129th Street | Miami | (305) 238-6566 |
| Firestone Complete Auto - North Palm Beach | 12120 US Highway 1 | North Palm Beach | (561) 246-4943 |
| General Auto Service Center | 11690 Wiles Rd | Pompano Beach | (954) 726-8000 |
| Green's Garage | 2221 SW 32nd Ave | Miami | (305) 444-8881 |
| Griffin Auto Care, Inc. | 1241 Roebuck Ct. | West Palm Beach | (561) 659-0765 |
| H & M Auto Body Repairs | 2675 SW 69th Ct | Miami | (305) 262-6990 |
| Jesse's Paint & Body | 30075 S. Dixie Hwy | Homestead | (305) 248-1191 |
| Jiffy Lube | 1620 S Congress Ave | Boynton Beach | (561) 369-0777 |
| Jiffy Lube | 1203 FL-7 | Royal Palm Beach | (561) 204-3886 |
| Jiffy Lube | 2945 Northlake Blvd | West Palm Beach | (561) 848-2300 |
| Jiffy Lube | 4000 S Military Trail | Lake Worth | (561) 969-6679 |
| Jiffy Lube | 4601 Hypoluxo Rd | Lake Worth | (561) 432-1529 |
| Jiffy Lube | 17311 Pines Blvd | Pembroke Pines | (954) 438-2622 |
| Jiffy Lube | 5240 SE Federal Hwy | Stuart | (772) 286-1118 |
| Jiffy Lube | 8787 Biscayne Blvd | Miami Shores | (305) 751-4206 |
| Jiffy Lube | 4100 W 12th Ave | Hialeah | (305) 362-9572 |
| Jiffy Lube | 7798 Coral Way | Miami | (305) 670-3960 |
| Jiffy Lube | 1799 S University Drive | Davie | (954) 370-8031 |
| Jiffy Lube | 901 E. Cypress Creek Rd | Ft. Lauderdale | (954) 492-8273 |
| Jiffy Lube | 8329 Pines Blvd | Pembroke Pines | (954) 437-8525 |
| Jiffy Lube | 9736 S Dixie Hwy | Miami | (305) 670-7431 |
| Jiffy Lube | 4050 Ludlam Rd/SW 67th Ave. | Miami | (305) 661-9928 |
| Jiffy Lube | 5136 W. Atlantic Ave | Delray Beach | (561) 496-1521 |
| Jiffy Lube | 326 W. Indiantown Rd. | Jupiter | (561) 575-9269 |
| Jiffy Lube | 6254 Lantana Rd. | Lake Worth | (561) 357-3056 |
| Jiffy Lube | 2800 Okeechobee Blvd | West Palm Beach | (561) 687-7671 |
| Jumbo Automotive | 1205 North 21st Ave. | Hollywood | (954) 926-2500 |
| M & R Auto Repair | 8825 SW 129th St | Miami | (305) 253-7499 |
| M.b. Auto Body Shop, Inc. | 1841-1891 E. 11th Avenue | Hialeah | (305) 887-7405 |

LYFT, INC.**BROWARD COUNTY AGREED-UPON PROCEDURES**

April 1, 2016 through June 30, 2016

EXHIBIT I – Updated List of ASE-Certified Mechanics in the Miami Area, continued

| Name | Address | City | Phone |
|---|------------------------------------|------------------|----------------|
| Meineke - Boca Raton | 90 NW Spanish River Blvd | Boca Raton | (561) 392-5075 |
| Meineke - Boca Raton | 23193 Sandalfoot Plaza Dr, Suite A | Boca Raton | (561) 451-0900 |
| Meineke Car Care Center | 4917 N University Dr | Lauderhill | (954) 741-1444 |
| Meineke Car Care Center | 5503 S University Dr | Davie | (954) 434-8537 |
| Meineke Car Care Center | 2765 N Dixie Hwy | Wilton Manors | (954) 561-5200 |
| Meineke Car Care Center | 2629 Weston Rd | Weston | (954) 385-8696 |
| Meineke Car Care Center | 7300 W Flagler St | Miami | (305) 541-4633 |
| Miami's Quality Auto Repair | 4555 SW 71st Avenue | Miami | (305) 661-4693 |
| Mike's Great Bear Auto | 2804 Hollywood Blvd | Hollywood | (954) 922-4105 |
| Nobles Service Center - Jupiter | 250 Tony Penna | Jupiter | (561) 316-7249 |
| Phoenix American Warranty Company, Inc. | 6303 Blue Lagoon Dr., Ste. 225 | Miami | (305) 266-5665 |
| Plaza Tire & Auto Center | 3005 NE 2nd Ave | Miami | (305) 573-3878 |
| Precise Auto Service | 12320 SW 117th Ct | Miami | (305) 216-3270 |
| Pro Quality Collision | 185 SW 20th Way | Dania | (954) 927-2030 |
| Pro Quality Collision West | 6861 SW 196th Avenue, Suite 416 | Ft. Lauderdale | (954) 680-9801 |
| Raul Auto Repair | 14714 SW 56th St | Miami | (305) 380-9177 |
| Rothe's Auto Repair | 4444 N Dixie Hwy | Oakland Park | (954) 772-1505 |
| Sal's Auto Repair | 4033 NE 9th Ave | Oakland Park | (954) 563-0158 |
| Speedy Car Repairs - Lake Worth | 2745 Lake Worth Road | Lake Worth | (561) 412-5110 |
| Sunrise Collision Inc. | 1384 NW 65th Way | Plantation | (954) 327-9728 |
| Sunrise Starter And Alternator | 7527 W Oakland Park Blvd | Lauderhill | (954) 251-0403 |
| The V Shop | 1391 NW 65th Terrace | Plantation | (954) 587-3291 |
| Tire Kingdom | 100 Hallandale Beach Blvd | Hallandale Beach | (954) 458-2337 |
| Tire Kingdom | 5710 NW 176th St | Hialeah | (305) 820-1695 |
| Tires Plus | 5200 W Sample Road | Margate | (954) 800-5129 |
| Tires Plus | 6480 W Commercial Blvd | Lauderhill | (954) 271-2469 |
| Weston Tire And Auto | 15740 W State Rd 84 | Sunrise | (954) 384-8473 |
| Xpertech | 90 N Congress Ave | Delray Beach | (561) 243-7904 |
| Xpress Auto Service And Tires | 10820 Wiles Road | Coral Springs | (954) 753-2886 |



Lyft, Inc.
185 Berry Street
San Francisco, CA 94107

Via e-mail

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Environmental Licensing and Building Permitting Division
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Kathie-Ann Ulett, CPA

Deputy County Auditor
Office of the County Auditor
115 S. Andrews Avenue,
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kulett@broward.org

Dear Mr. Cruz and Ms. Ulett,

Below please find Lyft's Responses to BPM's Findings and Observations for Broward County's Audit of Lyft.

Driver Compliance Validation, Vehicle Inspection (p. 3)

“Lyft, Inc. was unable to provide BPM with Annual Vehicle Inspection Forms dated prior to the trip date for 11 of the sample selections made.”

Lyft Response

Earlier this year, in conjunction with the new laws passed in neighboring counties Palm Beach and Miami-Dade, Lyft transitioned to a process for driver onboarding that requires ASE mechanics inspections for all drivers approved on the platform in South Florida. These new laws from Palm Beach and Miami-Dade counties, similar to Broward County, (the “County”) require ASE mechanics inspections prior to activation.

Prior to the passage of these neighboring counties' laws, Lyft required all drivers in Broward County to get an ASE mechanics inspection, and advised drivers from other neighboring counties to get an ASE inspection prior to picking up a passenger within



Broward County. An example of Lyft's communications to prospective drivers instructing them to get ASE mechanics inspections is attached hereto as Exhibit A. Lyft could not prohibit drivers from neighboring counties from entering Broward County to give rides, but did take steps to obtain ASE mechanics inspection forms from drivers that did as soon as possible after giving rides in Broward County.

Once laws in Palm Beach and Miami-Dade passed, which also required ASE mechanics inspections, Lyft was able to ensure that drivers in the three counties had ASE mechanics inspections prior to being activated on the platform. Lyft has invested substantial resources in ensuring that all new drivers have valid ASE inspection forms before they give their first rides anywhere within Broward, Palm Beach, and Miami-Dade counties, and believes that this potential issue flagged in this audit has been mitigated in the last six months.

“For 9 of the sample selections made for which an Annual Vehicle Inspection Form was obtained, procedure 1d was performed inconclusively as the mechanic was not listed on the ASE-Certified Mechanics in the Miami Area provided by Lyft.”

Lyft Response

Lyft is reviewing its policies and procedures to ensure that inspection forms demonstrate clear compliance with the County's ASE inspection requirements. Lyft currently provides all driver applicants with a list of vehicle inspection stations staffed by County-approved ASE certified mechanics (attached hereto as Exhibit B), as well as a form with a section for a mechanic's ASE certification number on Lyft's Help Center (attached hereto as Exhibit C). Lyft reviews all completed inspection forms once they have been submitted to ensure that they contain all relevant information. In response to this finding, Lyft is currently auditing its internal procedures and documents to make sure that all inspection forms have ASE inspection numbers listed.

The list of inspection facilities that Lyft provides to drivers is not a complete catalogue of all ASE-certified mechanics in South Florida. 5 out of 9 of the drivers identified in this finding actually had ASE-certified mechanics inspections, but the inspection was performed at a facility that does not currently appear on Lyft's list. Lyft is working to update this list to include more County-approved facilities staffed by ASE-certified mechanics.



Driver Compliance Validation, Active Vehicle Count

“BPM inquiry in procedure no. 4 indicated that Lyft paid the fee for “g” or 2,000 unique Driver IDs. Based on the procedures performed under the Active Vehicle Count category, the results of BPM’s inquiries indicated Lyft had in excess of 2,000 unique Driver IDs during each of the months in the period of April 1, 2016 through June 30, 2016.”

Lyft Response

When Lyft launched in Broward County in December of 2015, it paid a fee of \$160,000 (tier g) based on its 1,335 vehicles in operation during a rolling 30-day period as directed by the “Guidance for Determining Number of TNC Vehicles Operating” provided by the County. By the time of the audit period of April 1, 2016 through June 30, 2016, however, Lyft’s number of vehicles had increased to over 5,000 (tier h). Since the audit period was different from the rolling 30-day period used to calculate Lyft’s first annual license fee payment to the County, Lyft paid the correct amount for its license, even though the audit reflected a higher number of vehicles during the audit period.

Furthermore, Lyft has already paid fees equivalent to the 5,000 vehicle tier for the year that includes the audit period. Even though Lyft’s initial \$160,000 payment in December, 2015 was styled as an “annual license fee,” this payment only covered Lyft’s operations for six and half months. In June, 2016, Lyft paid another annual license fee of \$300,000 based on its new vehicle count, which has increased to over 5,000 by the end of its first license period. On a prorated basis, Lyft paid fees sufficient for 5,000 vehicles in the year covered by the audit period, because it paid \$160,000 for half the year, equivalent to at least \$300,000 for a full year.

Driver Compliance Validation, Driver License (p. 4)

“The Driver License provided for one of the selections made was expired prior to the trip date and BPM was unable to obtain from Lyft, Inc. personnel a copy of the driver’s Motor Vehicle Record showing that the license was valid at the time of the trip.”

Lyft Response



Lyft believes that the cause of this is an unexpected error in its system, and is currently investigating. Lyft runs a DMV check on the one year anniversary of each driver—as well as on the expiration date of the license—to ensure the driver’s license is valid and there have been no disqualifying violations on the driver’s record. The system automatically deactivates drivers if this check reveals that driver’s license is no longer valid or if a disqualifying event has occurred. Lyft identified the driver’s expired license manually, and communicated its concerns to the driver numerous times, but he failed to provide an updated driver license. Lyft has deactivated him from its platform, and this driver will not be able to give rides until he provides a current driver license.

Payment File Validation, FL-Hollywood International Airport and Port Everglades
(p. 7)

“One (1) trip was identified in the citation as occurring at FL-Hollywood International Airport. BPM observed, as part of procedure 3a, that it was not included in the Fort Lauderdale International Airport - Lyft Monthly Report (“FLL Payment File”).”

Lyft Response

Lyft reported this pickup (06/24/2016, 10:49AM), but there were two issues in the reporting:

1. Lyft reported the ride with the correct driver, but the incorrect license plate. This driver has two approved vehicles in our system: license plate DVBS25 and license plate DEVA79. This driver likely switched which vehicle was active in between the time they provided the ride and the time that the report was generated, leading to the wrong license plate being attached to the ride in the report. New system improvements should eliminate this problem going forward.
2. There was a slight typographical error in the report, which showed this license plate as DCBS25 rather than the actual license plate, which is DVBS25. This has since been corrected in our system.

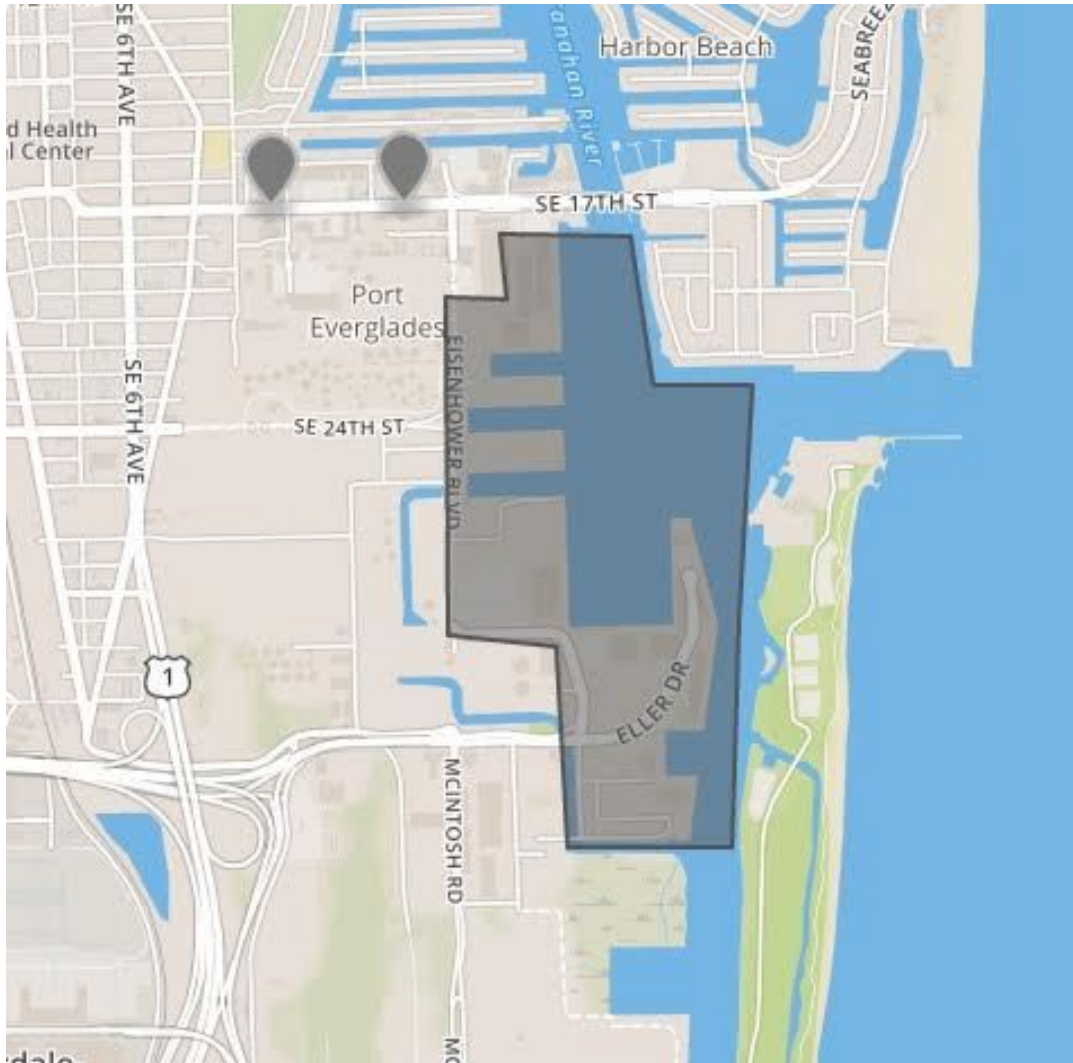
Lyft has provided documentation to BPM to verify this explanation.

“Two (2) trips were identified in the citation as occurring at Port of Everglades Seaport. BPM observed, as part of procedure 4a, that they were not included in the Port Everglades Seaport - Lyft Monthly Report (“POE Payment File”).”



Lyft Response

Lyft did not report these rides because they picked up outside the FLL geofence, and therefore Lyft was not required to report them. Lyft has provided documentation to BPM to confirm this explanation. A screenshot reflecting the pins where these pickups occurred is copied below.



Driver Compliance Validation, Monthly Payment File Completeness (p. 9)

- **“The total number of records in the “FLL Payment File” obtained in procedure 2 did not match to the total number of records in the “FLL Query Results” obtained in procedure 5 as follows:**



Lyft, Inc.
185 Berry Street
San Francisco, CA 94107

- For the month of April, the total number of records in the “FLL Payment File” obtained in procedure 2 was 4,800 compared to the total number of records in the “FLL Query Results” obtained in procedure 5 which was 4,850.
- For the month of May, the total number of records in the “FLL Payment File” obtained in procedure 2 was 6,162 compared to the total number of records in the “FLL Query Results” obtained in procedure 5 which was 6,256.
- For the month of June, the total number of records in the “FLL Payment File” obtained in procedure 2 was 5,767 compared to the total number of records in the “FLL Query Results” obtained in procedure 5 which was 5,839.”

Lyft Response

These results are very close to the figures reported by Lyft. They are all within 1-2% of Lyft’s reported ride data. The reason for these slight discrepancies is that events in Lyft’s data reporting pipeline are sometimes backfilled after rides are already completed, which means that ride data becomes more complete after some time has elapsed. Lyft continues to work on improving data quality to reduce discrepancies in reporting.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrea", with a long horizontal flourish extending to the right.

Andrea Ambrose Lobato
Director, Regulatory Compliance