



**Pembroke Pines Tag Agency**  
Audit Report 201415-28

July 2, 2015

**Executive Summary**

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Section 320.03, Florida Statutes (F.S.), authorizes county tax collectors to collect fees and taxes associated with motor vehicle tags, titles, and registrations on behalf of the Department. Tax collectors are also responsible for maintaining records, reporting sales, accounting for inventory, and transferring money collected to the Department in a timely manner. Tax collectors, with Department approval, can contract with private tag agents to help perform these duties.

The Pembroke Pines Tag Agency is a private tag agency operating in the jurisdiction of the Broward County Tax Collector. The Pembroke Pines Tag Agency has a signed agreement with the Department to provide motor vehicle services on behalf of the Broward County Tax Collector effective August 13, 2008. This agreement specifies the Pembroke Pines Tag Agency is required to follow the regulations set forth in Florida Statute, Administrative Code, and Department Policies and Procedures regarding Department issued software and equipment in processing motor vehicle transactions. The agreement also specifies the Department may inspect and audit records and equipment at any reasonable time.

The purpose of this engagement was to determine the Pembroke Pines Tag Agency's compliance with applicable laws, policies, and regulations related to providing motor vehicle services on behalf of the Broward County Tax Collector.

During our audit, we determined the Pembroke Pines Tag Agency generally complied with applicable laws, policies, and regulations related to providing motor vehicle services on behalf of the Broward County Tax Collector.

## Background and Introduction

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Section 320.03, F.S., authorizes county tax collectors to collect fees and taxes associated with motor vehicle tags, titles, and registrations on behalf of the Department. As agents for the Department, tax collectors are responsible for issuing automobile registrations, license plates, renewal decals, mobile home decals, disabled parking permits, vessel decals, and titles. Tax collectors are also responsible for maintaining records, reporting sales, accounting for inventory, and transferring money collected to the Department in a timely manner. Tax collectors, with Department approval, can contract with private tag agents to help perform these duties.

Tax collectors and authorized private tag agents have access to the Department's computer systems for the purpose of processing motor vehicle transactions. The Tax Collector Use Agreement for The Florida Real-time Vehicle Information System (FRVIS) Equipment and Software and Provision of Fast Title Services (Agreement) is a contract between the Department and county tax collectors for use of the Department's computer programming software and equipment in processing motor vehicle transactions. This agreement specifies the tax collector and any private tag agents operating on their behalf are required to follow the regulations set forth in Florida Statute, Administrative Code, and Department Policies and Procedures regarding processing motor vehicle transactions for the Department. The county tax collector is responsible for the actions of any private tag agents operating on their behalf.

The Pembroke Pines Tag Agency is a private tag agency operating in the jurisdiction of the Broward County Tax Collector. The Pembroke Pines Tag Agency has a signed Agreement with the Department to provide motor vehicle services on behalf of the Broward County Tax Collector, effective August 13, 2008.

Section 320.03, Florida Statutes (F.S.), requires each tax collector to keep a full and complete record of all property received by them, from the Department, or from any other source. In accordance with the Tax Collector Use Agreement, the Department provides the Broward County Tax Collector and the Pembroke Pines Tag Agency with computer equipment configured to access FRVIS and process motor vehicle transactions. Each piece of equipment is required to be kept secure and is not allowed to be moved without Department approval.

Also, according to the Agreement, fees assessed by private tag agents over and above the fees allowed by statute in connection with processing motor vehicle transactions must be fully disclosed to the customer. These fees are required to be clearly labeled and must be itemized separately from state assessed fees.

## Results of Audit

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During our audit, we determined the Pembroke Pines Tag Agency generally complied with applicable laws, policies, and regulations related to providing motor vehicle services on behalf of the Broward County Tax Collector.

## Purpose, Scope, and Methodology

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The purpose of this engagement was to determine the Pembroke Pines Tag Agency's compliance with applicable laws, policies, and regulations in relation to providing motor vehicle services on behalf of the Broward County Tax Collector.

The scope of this engagement included all computer configuration equipment, records, and operations in relation to providing motor vehicle services.

The methodology included:

- Observing the processing of motor vehicle transactions;
- Observing the process for printing motor vehicle credentials;
- Reviewing the Pembroke Pines Tag Agency assessed fees;
- Reviewing Department issued IT equipment;
- Reviewing Department issued consumables;
- Reviewing the Pembroke Pines Tag Agency network connections;
- Reviewing the Pembroke Pines Tag Agency user identification access rights;
- Reviewing the Pembroke Pines Tag Agency and Broward County Tax Collector Use Agreement for FRVIS Equipment and Software and Provision of Fast Title Services;
- Reviewing applicable statutes, rules, manuals, agreements, and procedures; and
- Interviewing appropriate Pembroke Pines Tag Agency, Broward County Tax Collector, and Department staff.



## Distribution, Statement of Accordance, and Project Team

### Distribution

Terry L. Rhodes, Executive Director  
Diana Vaughn, Deputy Executive Director  
Leslie Palmer, Chief of Staff  
Boyd Dickerson-Walden, Director of Motorist Services  
Tom Kennedy, Broward County Tax Collector  
Richard Baker, Pembroke Pines Tag Agency

Melinda M. Miguel, Chief Inspector General  
Sherrill F. Norman, Auditor General

### Statement of Accordance

Section 20.055, Florida Statutes, requires the Florida Department of Highway Safety and Motor Vehicles' Inspector General to review, evaluate, and report on policies, plans, procedures, accounting, financial, and other operations of the Department and to recommend improvements. This audit engagement was conducted in accordance with applicable *International Standards for the Professional Practice of Internal Auditing* published by the Institute of Internal Auditors and *Principles and Standards for Offices of Inspector General* published by the Association of Inspectors General. Pursuant to Chapter 119, Florida Statutes, public records held by the Department's Inspector General are available upon request for inspection or copying.

### Project Team

Engagement conducted by:  
John Brancale, Auditor  
Kevin Doar, Auditor  
Erin Mook, Auditor

Under the supervision of:  
David Ulewicz, Audit Director

Approved by:

  
Julie M. Leftheris, Inspector General