

# 2016-121 Audit Scope and Objectives

## Department of Motor Vehicles—Disabled Person Parking Placard Program

The audit by the California State Auditor will provide independently developed and verified information related to the Department of Motor Vehicles' (DMV) disabled person parking placard (placard) program, and will include, but not be limited to, the following:

1. Review and evaluate the laws, rules, and regulations significant to the audit objectives.
2. For a selection of issued or renewed placards over the past three fiscal years, determine the following:
  1. Whether the applicant has been issued more than one placard during the same two-year period the initial placard is, or was, in force.
  2. Whether the name and signature of the medical provider who certified the qualifying disease or disability matches information on file with the applicable licensing board.
  3. Whether substantiating information retained by the medical provider who signed the placard application certification matches the statutory definition of a disabled person.
  4. The number and percentage of placard holders who are deceased by comparing the database of active placard holders with the California Department of Public Health Office of Vital Records' deceased persons data.
  5. How many placards have remained in circulation after a report by local authorities that a placard was confiscated, a report that a placard was stolen, a conviction for misuse of a placard, or other evidence that a placard was used or obtained fraudulently.
3. Provide a breakdown of certifications by medical provider type over the past three fiscal years. Over that same time period, determine the number of fraudulently obtained placards by type of certification.
4. Determine the extent to which the DMV compares its placard holder data against deceased persons data and thereby withholds renewals for deceased placard holders.
5. Examine the extent to which the DMV makes placard holder information available to eligible law enforcement and parking control agencies. Determine how promptly this information is made available.
6. Over the past three fiscal years, determine the number of replacement placards DMV issued to replace reportedly lost or stolen placards and whether it appropriately canceled placards being replaced before issuing a replacement.
7. For the past three fiscal years, determine how often and how quickly the DMV canceled placards confiscated by local authorities.
8. Examine how readily accessible, up-to-date, and accurate DMV's placard information is to local authorities, particularly for placards reported as lost, stolen, surrendered, canceled, revoked, expired, or issued to someone appearing in the deceased persons database.
9. Evaluate the extent to which the DMV investigates placard-related complaints and makes corresponding updates to its database, particularly for placards that may have been fraudulently obtained or erroneously issued, that were inappropriately lent or sold to another individual, or that were fraudulently duplicated or displayed.
10. Review and assess any other issues that are significant to the audit.