



METROPOLITAN WASHINGTON AIRPORTS AUTHORITY

Shared Ride Van Service



Shared Ride Van Service

OBJECTIVES

Assessing compliance with selected safety related contract requirements for driver qualifications; driver training; drug and alcohol testing; driving and criminal records review; unsafe driving and driver hours monitoring; and vehicle inspections.

BACKGROUND

- **Owners/drivers of the vans are franchisees.**
- **The company earns its revenues from a percentage of the drivers' sales and other various fees including franchise fees, dispatch system fees, vehicle insurance, decals, commissions, and reimbursement fees.**
- **The company pays the Airports Authority the higher amount of either the minimum annual guarantee or the per trip fee on the aggregate of all outbound trips.**



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CONCLUSION

- **During the 14-month period beginning June 1, 2011 and ending July 31, 2012, the company did not routinely comply with many of the requirements to monitor its drivers and vehicles to ensure adherence to safe operating procedures and conditions.**
- **Many of the drivers' files were missing the documentation required for hiring qualified drivers and verifying continued qualification.**
- **In addition, vehicle inspections were not consistently conducted in accordance with the contract requirements.**



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The challenge going forward is to ensure that the contractor routinely adheres to all contract requirements and operating policies.

ONE RECOMMENDATION

Management should develop a comprehensive checklist of key safety requirements and inspect the contractor's files for compliance on a quarterly basis until the contractor is in full compliance for all key safety factors. After full compliance, a less frequent, but periodic or random review should continue throughout the entire contract performance period.

Management has developed the checklist and reviewed the drivers' files. All of the checklist items are in the files with one exception. Seven drivers must submit legal residency forms. The documents have been requested and will be reviewed during the next quarterly review.