



METROPOLITAN WASHINGTON AIRPORTS AUTHORITY

# Taxicab Dispatch



# Taxicab Dispatch

## **OBJECTIVE**

Obtain reasonable assurance that the correct amounts were collected for taxi dispatch fees and that expenses were reimbursed in accordance with the contract and evaluate compliance with the contract terms regarding budgeting, operating funds, Disadvantaged Business Enterprise participation, performance guarantee and insurance coverage.

## **BACKGROUND**

This contractor is one of two contractors responsible for providing taxi dispatch service and curbside vehicle management for the Airports Authority. The contractor is reimbursed for operating expenses and is paid a management fee.



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## CONCLUSION

- Controls over per-trip taxi dispatch fees are generally adequate to ensure that the fees are recorded and collected.
- Controls over issuing and collecting airport taxi operator permits issued must be enhanced.
- Duties between cash handling and permit issuance must be segregated.



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## RECOMMENDATIONS

Seven recommendations were made to improve results going forward.

- Three recommendations to eliminate direct supervision of contract staff.
- Two recommendations to enhance segregation of duties between Airports Authority and contractor staff.
- One recommendation to improve recordkeeping.
- One recommendation to improve time and attendance reporting for contract staff.