



METROPOLITAN WASHINGTON AIRPORTS AUTHORITY

# Shuttle Bus Maintenance



# Shuttle Bus Maintenance

## OBJECTIVE

Review contractor compliance with the maintenance requirements of the shuttle bus contract and assess compliance with federal regulations regarding drivers' daily vehicle inspection reports.

## BACKGROUND

This contractor provides shuttle bus maintenance services. The contractor is reimbursed for operating expenses and paid a management fee. The contractor provides all labor and expertise necessary to operate, manage and maintain the shuttle bus system. Shuttle buses run round-the-clock between the terminal and public and employee parking lots.



## Shuttle Bus Maintenance

### CONCLUSION

Procedures and controls for approving invoices are sufficient to assure that the contractor is being paid for the correct service hours. However, significant improvements are needed to ensure that the contractor has performed and documented all of the required preventive maintenance and inspection activities in accordance with the contract.



# Shuttle Bus Maintenance

## RECOMMENDATIONS

**To improve results going forward, Airport staff should:**

- Routinely examine a sample of the vehicle inspection reports.
- Require the contractor to submit a monthly report detailing planned vs. actual maintenance procedures.
- Enforce contract provisions whenever the contractor does not complete all of the required maintenance activities and document actions accordingly.

Management has agreed with the recommendations and will implement this year.



Ronald Reagan Washington National Airport



Dulles Corridor Metrorail Project



Dulles Toll Road



Washington Dulles International Airport



METROPOLITAN WASHINGTON  
AIRPORTS AUTHORITY