



METROPOLITAN WASHINGTON AIRPORTS AUTHORITY

## **Taxi Dispatch**



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### **OBJECTIVE**

Review the taxicab dispatch operation. The review covered the period beginning February 1, 2012 and ending January 31, 2013.

### **BACKGROUND**

The objective of the review included obtaining reasonable assurance that taxi dispatch fees were collected and that expenses were reimbursed in accordance with the contract. Compliance with the contract terms regarding budgeting, operating funds, Disadvantaged Business Enterprise (DBE) participation, performance guarantee and insurance coverage also were evaluated.



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### CONCLUSION

Controls over accounting and reporting are generally adequate to ensure taxi dispatch fees are recorded and collected. The contractor accurately reported operating expenses and complied with the contract terms. Passenger surveys are conducted annually. The most recent survey shows that 96 percent of the passengers were satisfied or very satisfied with the availability of taxis for departing from the airport.