



Shuttle Bus Services Public and Employee Parking Lots

- The shuttle bus service operates 24-hours a day, 365-days a year to transport passengers between the public and employee parking lots and the main airport terminal.
- The Airports Authority supplies shuttle buses, a bus maintenance facility, bus operations buildings, and other equipment.
- The contractor provides labor and expertise to operate, manage, and maintain the shuttle bus system with 43 buses.



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Objective: The Office of Audit reviewed compliance with service delivery requirements including:

- Adherence to bus schedules;
- Insurance, performance bond, and Local Disadvantaged Business Enterprise participation requirements;
- Driver qualifications and periodic drug and alcohol testing;
and
- Accuracy of invoices.



Shuttle Bus Services Audit Results

- Contractor complied with insurance, performance bond, and the 40 percent Local Disadvantaged Business Enterprise participation requirement.
- Contractor also complied with driver qualifications, and periodic drug and alcohol testing requirements.



Shuttle Bus Services Audit Results

- Contractor did not comply with the requirement to use a global positioning system (GPS) to monitor and report shuttle bus activity.
- The lack of a functioning GPS increases the risk of paying for unverifiable service hours for a shuttle bus operation of this size and scale. Also, bus service performance cannot be monitored in real time to facilitate timely responses to service problems.



Shuttle Bus Services Audit Results

- Management will ensure that a cost-effective GPS is installed as soon as possible.
- Staff will issue a letter to the contractor demanding a plan to procure and install a new GPS.
- Also, staff will research the development of an alternative solution using the Airports Authority's AVI system.