

Access-a-Ride Annual Audit Schedule

Access-a-Ride service is monitored for performance as outlined in the Access-a-Ride Procedures Manual.

Scheduled audits are performed on the following Access-a-Ride procedures:

Field Checks	Weekly
Dispatch Coding	Quarterly
Access-a-Cab Call-Backs	Quarterly
Conditional Eligibility	Quarterly
Employee File	Bi-Annually
Fare Collection	Bi-Annually
Training File/Classroom Review	Bi-Annually
Maintenance Records Check	Bi-Annually
Vehicle Damage Inventory	Annually
Training File/Classroom Review	Bi-Annually
Maintenance Records Check	Bi-Annually
Vehicle Damage Inventory	Annually
RTD ADA Certification Process review	Bi-Annually
Customer Complaints/Commendations Response Time	Bi-Annually
Accident, Incident, AIB Timeliness	Bi-Annually
Federal Motor Carrier Safety Regulations	Bi-Annually

Scheduled Monitoring

Procedure	Anticipated Completion Dates
Field Checks Federal Motor Carrier Safety Regulations Phone Logs	January 2011
Field Checks Accident, Incident, AIB Timeliness Fares Access-a-Cab Call Back Review Phone Logs	February 2011
Field Checks Conditional Eligibility Dispatch Coding Phone Logs	March 2011
Field Checks Phone Logs Employee Files Maintenance Records	April 2011
Field Checks Training File/Classroom Review Access-a-Cab Call Back Review Phone Logs	May 2011
Field Checks Conditional Eligibility Dispatch Coding Phone Logs	June 2011

Procedure	Anticipated Completion Dates
Field Checks RTD ADA Cert. Process Fare collections Vehicle Damage Inventory Phone Logs	July 2011
Field Checks Customer Response Time Federal Motor Carrier Safety Regulations Dispatch Coding Phone Logs	August 2011
Field Checks Phone Logs Conditional Eligibility Access-a-Cab Call Back Review Accident, Incident, AIB Timeliness	September 2011
Field Checks Phone Logs Dispatch Coding Employee File	October 2011
Field Checks Phone Logs Maintenance Records Training File/Classroom Review Certification Process	November 2011
Field Checks Conditional Eligibility Customer Response Time Access-a-Cab Call Back Review Phone Logs	December 2011

Audit dates are subject to change.



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