

Metropolitan Nashville Airport Authority

NASHVILLE, TENNESSEE, USA



Ground Transportation Audit

The Metropolitan Nashville Airport Authority retained Critical Path, Inc. to conduct an audit of the Authority's Commercial Ground Transportation operations. The Authority identified study areas of interest including relevant authority documents such as Guidelines, policies, procedures, forms, laws, regulations, and lease documents. Other written material used in audit included:

- Special vehicle parking requirements
- Vehicle circulation routes
- Product and services pricing (excluding public pay parking lots)
- Revenue collection practices
- Current and recommended organizational structures including staffing levels
- Vehicle and service personnel inspections practices
- Permitting processes
- Enforcement practices, policies and procedures
- Standards
- Operations of on-airport shuttles, off-airport shuttles, off-airport vehicle parking operations, courier / delivery, busing operations, on-airport rental car operations, valet parking, luxury limousines and taxicabs
- Way-finding and commercial vehicle control including a focus on AVI applications

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Critical Path, Inc. completed an on-site analysis of the operations resulting in a series of written conclusions and recommendations.

The work was conducted between May and August 2003.