
Policy Section:	Transportation
Policy Title:	Operator Audits
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93. OPERATOR AUDITS

- 93.1** Renfrew County Joint Transportation Consortium (RCJTC) will perform operator audits
- 93.2** An operator audit is a process designed to mitigate risk and enhance contractor performance through active contract compliance monitoring and performance measurement. Elements of the contract between RCJTC and our school bus contractors are monitored and measured to determine if contract expectations are being met.
- 93.3** RCJTC will collect operator audit data throughout each school year and provide reports to contractors with the ultimate goal of ensuring excellent customer service.

Related RCJTC Administrative Procedures:

AP.01.93 Operator Audits Procedure

Related RCJTC Administrative Forms:

F.01.93 Route Audit Form