Hail, no: Denver auditor wants DIA to ride hard on Uber and Lyft reports

Denver International Airport needs to quit trusting Uber and Lyft to accurately report the number of trips that the ride-hailing companies' drivers make to the airport, says Denver Auditor Timothy O’Brien.

According to O’Brien’s audit issued Thursday, DIA currently relies on Uber Technologies Inc. and Lyft Inc. — both based in San Francisco — to report the number of trips its drivers make to the airport every month. The two companies then pay monthly fees to DIA based on those reports.

Taxi companies are tracked more closely via electronic tags, a method that officials claim can't be expanded to include the private vehicles used by the ride-hailing industry.

The audit team said DIA staff don't check the accuracy of Uber and Lyft's self-reported data. It also said that compliance is poor enforced and there's 'a risk of underreporting revenue.'

DIA was one of the first airports in the nation to allow Uber and Lyft to drop off and pick up passengers at the airport, but since then other airports have become better at monitoring those companies access, the audit said.

DIA spokesman Heath Montgomery said the airport agreed with 25 out of the 26 recommendations the audit team made.

“Parking is an important source of non-airline revenue for the airport, and we appreciate the auditor's recommendations for improving our systems and controls,” Montgomery said via email.

“We have already completed, or are in the process of implementing, many of these recommendations. We always welcome ways to improve our operations.”