

## **Rhode Island Turnpike and Bridge Authority**

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### **Operations**

- **Audit Manual**
- **Business Rules**

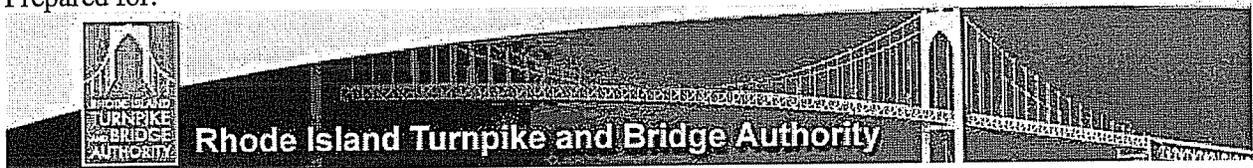
# TELVENT Caseta

## Rhode Island Turnpike and Bridge Authority Host and Audit Manual

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## 1.0 Introduction

Welcome to the Host and Audit Manual for the Rhode Island Turnpike and Bridge Authority. This manual is designed to help Authority personnel to use the Toll Collection system Host application.

This manual describes the procedures for Authority personnel; it does not set policies for the Authority.

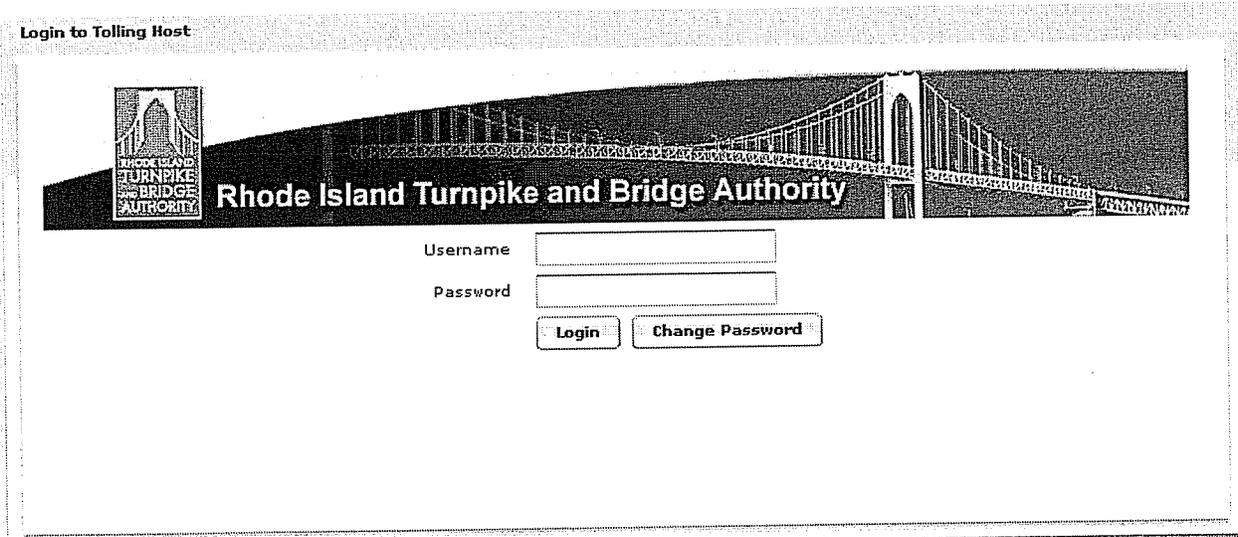
### 1.1 Host Overview

This document is intended to outline the various screens that are used in the RITBA Host application. A collection of custom designed screens, commonly described as the Graphical User Interface (GUI), are created to provide the Authority with a user friendly interface to the database. The screens are used to access all of the various system functions such as security, administration, and reporting. The screens were developed using Adobe Flex 3 and are Rich Internet Applications (RIA). Each screen is identified in this document as well as the operations available to authorized users. Plaza names, lane numbers, and dates are provided in drop-down lists to maximize the ease of use and prevent repetitive typing. All references to time on the screens are expressed in military time in the form HH:MM:SS. The screens do not show AM and PM. Some detailed transactions display milliseconds following seconds in the form mmm. Times are reported in Eastern time (Standard Time -0500 Coordinated Universal Time or UTC, also sometimes referred to as Zulu time). The host application is designed as a user friendly, browser based application that provides the user with a series of menus to navigate through the system.

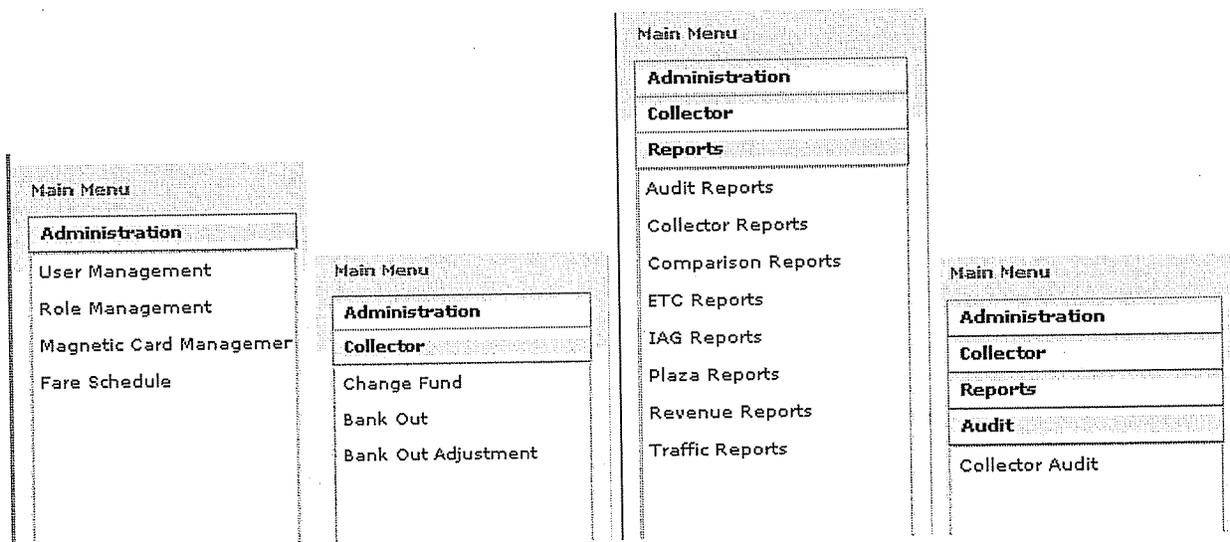
#### 1.1.1 Login to Host

Authorized users can access the Host application via web browser launched through a secure connection. Authorized users at the Authority can reach the Host login from any workstation by launching the Host icon that appears on the desktop. Auditors and other authorized users will enter their Username/Password on the Host Login screen, as shown in Figure 1.1.1-1 below. After acceptance of the Username/Password, the user will be brought to the Main Menu screen, shown in Figure 1.1.1-2 below.

---



**Figure 1.1.1-1: Host Login Screen**



**Figure 1.1.1-2: Main Menu Options**

## 1.2 Summary of Screens

- Administration
  - User Management
  - Role Management
  - Magnetic Card Management
  - Fare Schedule
- Collector
  - Change Fund
  - Bank Out

- Bank Out Adjustment
- Reports
  - Audit Reports
    - Audit Entry Log
    - Audit Log
    - Axle Dollar Variance
    - Change Fund Audit
    - Collector Segment of Duty (SOD)
    - Collector Tour of Duty (TOD)
    - Daily System Adjustment
    - Detailed Audit
    - E-ZPass Class Mismatch
  - Collector Reports
    - Collector Deposit
    - Collector Exception
    - Collector Identification
    - Collector Standby
  - ETC Reports
    - Daily Lane Operations
    - ETC Revenues by Plaza
    - ETC Usage (Single Lane)
    - ETC Usage (Single Transponder)
    - Monthly ETC
    - Non Revenue ETC Usage
  - IAG Reports
    - Tag Status File Transfer
    - Transaction File Transfer
  - Plaza Reports
    - Audit and Reconciliation
    - Lane Operations History
    - Monthly Fiscal YTD Comparison
    - Monthly Revenue
    - Monthly Traffic
    - Non-Revenue Transaction
  - Revenue Reports
    - Daily Bank Reconciliation by Business Day
    - Daily Bank Reconciliation by Process Date
    - Daily Non Revenue
    - Daily Revenue by Plaza
    - Periodic Revenue by Lane
    - Periodic Revenue by Plaza
    - Revenue for the System
    - Unpaid Toll/Violation Detail
    - Violations
    - Year-to-Date Revenue by Plaza
  - Traffic Reports
    - Daily Multiple Lane
    - Hourly Lane Traffic

- Plaza Traffic
- System Traffic
- Unusual Occurrence
- Year-to-Date Plaza Traffic
- Audit
  - Collector Audit

## 2.0 Administration Screens

The Administrative section of the Host Application is used to add or modify information related to employees and consists User Management, Role Management, Magnetic Card Management and Fare Schedule.

### 2.1 User Management

The User Management screen, shown below in Figure 2.1-1, allows authorized users to add new employees, assign employee status, and for assigning and revoking employee roles.

## User Management

**User ID**

Prefix

First

Middle

Last

Suffix

Email

Gender  Male  
 Female

Username

New Password

Confirm Password

Username	Active	Collector Key
AKIM	Y	0
AMERINO	Y	
ANDREW	Y	0
ARODDICK	Y	0
BCALLURU	Y	
BCARR	Y	13
BCUNHA	Y	78
BECCA	Y	1111
BILLBOB	Y	
BRANDON	Y	8008
BSULLIVAN	Y	67
BTEST	Y	
CCHASE	Y	306
CDANIELS	Y	316

Active

**Roles Assigned**      **Roles Available**

COLLECTOR SUPERVISOR AUDITOR CLERK ADMINISTRATOR	Audit_Reports
--	---------------

**Figure 2.1-1: User Management Screen**

### 2.1.1 Add New Employee

To add a new employee, enter the employee's information in the supplied text boxes as shown in Figure 2.1.1-1 below. First name, last name and username are required fields. The username field can consist of up to 19 characters. All users are required to enter a password as well with confirmation. Click the Submit button to submit the new user and add them to the system.

Upon submission, the new employee is assigned a User ID by the system. It is not possible to assign a specific ID to an employee. The Host database automatically assigns the Employee ID each time an ID is added. Employee IDs are not reassigned and are considered unique to an individual throughout the system. The system maintains historical data for employees regardless of termination date.

User ID

Prefix

First

Middle

Last

Suffix

Email

Gender  Male  
 Female

Username

New Password

Confirm Password

**Figure 2.1.1-1: Add New Employee**

### 2.1.2 Assign Roles

To change the assigned roles for an individual user, click on the appropriate username from the list of users on the right of the screen. The username will now appear in the username text box to the left of the screen. Drag and drop from Roles Available to Roles Assigned to assign the user a new roll. To revoke a role for an individual user, drag and drop the role from the Roles Assigned box to the Roles Available box. Click the Clear button to clear the user from the edit mode, removing his/her username from the above username textbox.

Roles Assigned	Roles Available
COLLECTOR	Audit_Reports
SUPERVISOR	
AUDITOR	
CLERK	
ADMINISTRATOR	

*Note: A mouse cursor is shown over the 'SUPERVISOR' role in the 'Roles Assigned' column.*

**Figure 2.1.3-1: Drag and Drop to Assign and Revoke Roles**

## 2.2 Role Management

The Role Management screen is used for the following tasks, usually performed by an administrator with permissions set to manage role assignments:

- Assign and revoke roles to employees
- Assign and revoke permissions to roles
- Create new roles
- Create new permissions

Role Management can be applied to three separate modules; the Host, ROMS, and the VPS, as shown below in Figure 2.2-1. Roles are utilized by each module supplied with the Toll System so the VPS roles will not apply unless the module has been implemented.

The screenshot shows the 'Role Management' interface. At the top left, there is a 'Module:' label and a dropdown menu with 'Host' selected. Below the dropdown are the options 'Host', 'ROMS', and 'VPS'. The main area is divided into three tabs: 'Users', 'Roles', and 'Permissions'. The 'Users' tab is active, displaying a table with the following data:

USERNAME	Active	Collector Key
AKIM	Y	0
AMERINO	Y	
ANDREW	Y	0
ARODDICK	Y	0
BCALLURU	Y	
BCARR	Y	13

Below the table, there is a checkbox labeled 'Active' which is checked, and a 'Refresh' button. Below this, there are two sections: 'Assigned' and 'Available', each with an empty rectangular box.

**Figure 2.2-1: Role Management**

### 2.2.1 Assign and revoke roles to employees

To change the assigned roles for an individual user, click on the appropriate username from the list of users. The roles assigned and available to the user will populate in the appropriate list based on the application Module selected in the drop down. The “Active” checkbox is used to switch between displaying active users and inactive users.

Roles may be moved using the mouse from Roles Available to Roles Assigned to assign the user a new roll. To revoke a role for an individual user, drag the role from the Roles Assigned box to the Roles Available box and release the mouse button.

### 2.2.2 Assign and revoke permissions to roles

Since each function on the Host and ROMS modules are associated with a system Permission, access is provided through groups of permissions called Roles. The Roles tab on the Role Management screen allows the operator to modify the permissions assigned to each role. Each Role is a named value and each user may be assigned any number of roles. The Host and ROMS applications will identify the active permissions assigned to each user through the Roles assigned to that user. If all collectors require a new permission, it is easier to apply the new permission to the COLLECTOR Role than to assign the permission to each person who is a Collector in the system.

Permission assignments are made by clicking and dragging the appropriate Permission from the Available list and dropping it in the Assigned list. Conversely, a Permission is revoked from a Role by dragging the Permission from the Assigned list and dropping it onto the Available list.

### 2.2.3 Create new roles

An authorized user may create a new Role on the Role Management Screen by entering a new Code, Value and Description in the New Role section of the screen and clicking the Add button. Roles must be uniquely named on the system. The Code is the text that will be displayed in the Role list and the Value is what is used internally by the system. The Description is available to provide a longer description of the Role functionality.

Roles are useful to manage groups of Permissions and may be created and managed at any time. Since they are referenced for audit of user activity, they may never be deleted.

### 2.2.4 Create new permissions

In order to create a new Permission, the Permissions tab must be selected on the Role Management Screen. This screen allows an authorized user the ability to create new Permissions for each application module such as the Host or ROMS. Since these Permissions are used by the application code, this function is intended to be used during upgrades under the guidance of the maintenance operator performing the upgrade. This minimizes the need for a database administrator to implement this feature of an upgrade.

Module: **Host** | ▾

**Role Management**

Host  
ROMS  
VPS

**Users** | **Roles** | **Permissions**

**Users**

USERNAME	Active	Collector Key
AKIM	Y	0
AMERINO	Y	
ANDREW	Y	0
ARODDICK	Y	0
BCALLURU	Y	
BCARR	Y	13

Active    **Refresh**

**Roles**

**Assigned**                      **Available**

### 2.3 Magnetic Card Management

The Magnetic Card Management Screen is used to create and assign magnetic cards to personnel using the Toll Road as a Toll Collector, Maintenance Technician or Contractor. Toll Collectors are added to the system through the User Management Screen and assigned the COLLECTOR Role prior to assigning magnetic cards. Maintenance technicians must be added to the system using the User Management Screen. Contractors may be added independently since their cards are used for Non-Revenue tracking on the system.

Magnetic cards are programmed by an external system and assigned a unique number. Duplicate numbers are not allowed on the system. The Magnetic Card Management Screen allows the operator to register the cards that are created and manage the assignment of the cards to individuals.

## Magnetic Card Management

**Add Single Card** ▼

Access Type: **Contractor** ▼

Card ID:

**Add Card**

Card	Access	Status	C	N	Assigned To
0	Revenue	Active	Y	N	Invalid Collector
2	Revenue	Active	Y	N	Eileen Parfitt
8	Revenue	Active	Y	Y	Denise Anthony
9	Revenue	Active	Y	Y	Dave Angell
13	Revenue	Active	Y	Y	Barbara Carr
16	Revenue	Active	Y	Y	Louis Conti
18	Revenue	Active	Y	Y	Donna Peckham
20	Revenue	Active	Y	Y	Dave Reilly
25	Revenue	Active	Y	Y	Michael Turillo
36	Revenue	Active	Y	Y	Donna Ruhle
37	Revenue	Active	Y	Y	Marianne Hillier
40	Revenue	Active	Y	Y	Phyllis Oloughlin
48	Revenue	Active	Y	N	Stephen Travis
55	Revenue	Active	Y	N	Pede Manchester
62	Revenue	Active	Y	Y	Ken Marabello

**Refresh**

### 2.3.1 Create a Single Card

To create a single card on the system, the “Add Single Card” entry is selected on the command drop down box. The operator then selects the Access Type as one of the following:

- Contractor
- Maintenance
- Revenue

Note: Revenue and Maintenance cards are used for logging into the toll collection system at the lane and the Contractor cards are only used for Non-Revenue access to the Toll Road.

The operator then enters the card numeric id in the Card ID field and clicks on the “Add Card” button. If successful, the card has been added to the list of available cards and is available for issue.

### 2.3.2 Create a Card Range

Creation of a range of cards in sequential order is just as simple. To create a range of cards, the “Add Card Range” entry is selected on the command drop down box. The operator then selects the Access Type as one of the following:

- Contractor
- Maintenance
- Revenue

Note: Revenue and Maintenance cards are used for logging into the toll collection system at the lane and the Contractor cards are only used for Non-Revenue access to the Toll Road.

The operator then enters the starting card number in the Start ID field and the last card number in the range into the Last ID field and clicks on the “Add Range” button. If successful, the range of cards has been added to the list of available cards and is available for issue.

### 2.3.3 Assign a Revenue Card to a Collector

The Toll Collector must already have a user account and have the COLLECTOR Role before a revenue card can be issued. Once the account is properly configured, the card can be assigned by selecting “Collector Assignment” from the command drop down box. The operator then selects the available Revenue card from the list for the card that will be assigned.

After selecting a card, the operator selects the available collectors from the drop down list. The cards PIN is entered in the Card PIN field and will be assigned when the “Issue Card” button is selected. The card information is also automatically pushed to all lanes.

### 2.3.4 Assign a Contractor Card

Non-revenue cards may be issued to contractors by selecting “Non-revenue Assignment” and entering the following personal information for the card recipient after selecting an available card:

- Company name
- First name
- Last name
- Phone number

After clicking “Issue Card” the information for the selected contractor card will be recorded in the database. The card information is also automatically pushed to all lanes.

### 2.3.5 Revoking Cards

Magnetic cards may be revoked at any time by selecting an active assigned card from the list of magnetic cards. A set of buttons will appear allowing the user to modify the card status:

- Revoke a card
- Assign or Revoke Non-Revenue Status (Collectors only)
- Change Pin

Non-revenue Assignment	Card
Revoke Card	1103
Assign Non-Revenue	1104
Revoke Non-Revenue	1105
New PIN: <input type="text"/>	1106
Change PIN	1107
	1108
	1109

A card may be revoked only once after which a new card must be issued if access needs to be restored later. This occurs once the “Revoke Card” button is selected.

For Revenue cards, the recipient may be added or removed from the Non-revenue list by either selecting the “Assign Non-Revenue” or “Revoke Non-Revenue” buttons. Only one button will be active at any time based on the current Non-revenue status.

If a collector forgets their PIN, it may be reset by entering it in the “New Pin” field and selecting the “Change PIN” button. This change will be sent to each lane controller immediately after selection.

## 2.4 Fare Schedule

The Fare Schedule Screen allows an authorized user to review passed fare schedules or create and modify new schedules for future activation. Any fare schedules entered for a future start date can be submitted to the Lane Controllers to allow for unattended schedule changes.

To begin using the Fare Schedule Screen, the user will select the Plaza Name and Schedule Start date from the drop down boxes at the top of the screen. When creating a new schedule, an existing schedule is selected to use for the initial values.

### Fare Schedule

Plaza Name **Claiborne** Schedule Start **09/08/2009 06:45**

Class			Rates		
ID	Desc	Extra Axle	Cash	ETC	ETC Resident
1	2 Axle Vehicle < 7000 lbs	0	4.00	4.00	0.83
2	2 Axle Vehicle >=7000 lbs	0	4.00	4.00	4.00
3	3 Axle Vehicle	0	6.00	6.00	6.00
4	4 Axle Vehicle	0	8.00	8.00	8.00
5	5 or More Axle Vehicle	0	10.00	10.00	10.00
5	5 or More Axle Vehicle	1	12.00	12.00	12.00
5	5 or More Axle Vehicle	2	14.00	14.00	14.00
5	5 or More Axle Vehicle	3	16.00	16.00	16.00
5	5 or More Axle Vehicle	4	18.00	18.00	18.00
5	5 or More Axle Vehicle	5	20.00	20.00	20.00
5	5 or More Axle Vehicle	6	22.00	22.00	22.00
5	5 or More Axle Vehicle	7	24.00	24.00	24.00
6	RIPTA Bus	0	0.50	0.50	0.50

**Add Schedule** **Send Schedule to Lane**

## 2.5 Adding a New Schedule

Once an existing schedule has been selected, the operator selects the "Add Schedule" button. This provides a new view on the screen to allow selection of the new schedule's start date. This date must be sometime in the future and will include the time to the hour and minute that the schedule will take effect. Schedules exist at the Plaza level so a schedule must be created for each active Toll plaza on the system.

Select new schedule date

February 2010

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

Start time: 7 : 00

Create Schedule Cancel Schedule

After selecting a start date and time, the operator may select the “Create Schedule” to create a copy of the selected schedule to start at this time. The “Cancel Schedule” button is selected to cancel the creation of a new schedule. Once the schedule has been created, an editable version of the Fare Schedule is created. The operator may modify any or all fare value fields by selecting “Edit Schedule” at the bottom of the schedule viewer.

5	5 or More Axle Vehicle	7	24.0
6	RIPTA Bus	0	1.0

Add Schedule Edit Schedule Send Schedule to Lane

After all schedule entries are made, the new schedule may be saved using the “Save Schedule” button. The schedule will be saved to the Host database for review. The schedule will not be pushed to the Lane Controller until the “Send Schedule to Lane” button is selected or the evening lane updates are sent to the lane. If the schedule is not to be enabled then it should be deleted. Any future schedule submitted to the Lane Controller may be removed as long as the schedule has never been active.

## 2.6 Modifying or Deleting a Future Schedule

Scheduled may be modified or deleted as soon as they are created and the Start Date is still in the future. The Fare Schedule Screen will display buttons to delete or save changes to the schedule. There is a specific button to send the schedule to the lane.

5	5 or More Axle Vehicle	7	24.00
6	RIPTA Bus	0	1.00

Delete Schedule Save Schedule Send Schedule to Lane

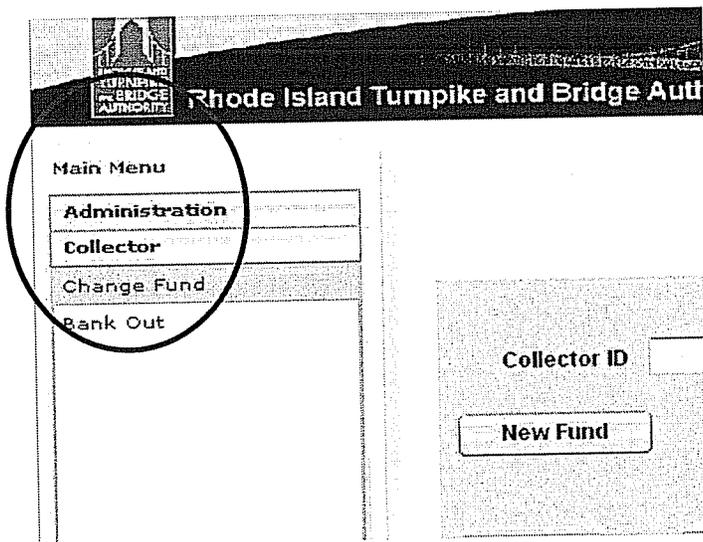
## 3.0 Collector Screens

The Collector Screens are available to authorized users from the main menu based on the user’s assigned Permissions. Screens that are not assigned to the user will not be displayed on the menu.

### 3.1 Issue Change Fund

The first step in a Collector's TOD is to obtain a change fund from the on-duty Supervisor. A change fund is a set amount of cash a Collector receives at the beginning of his/her shift in order to make change for tolls received. In order for a Supervisor to issue a change fund the following steps must be taken. The supervisor must have the SUPERVISOR Role from the Role Management Screen. After login, the Supervisor will be brought to the Main Menu screen, shown in Figure 3.1-1 below.

---



**Figure 3.1-1: Main Menu Collector Options**

---

#### 3.1.1 Issuing Change Fund

From the Main Menu the Supervisor will click *Collector* and then click *Change Fund* in order to access the Change Fund screen, shown in Figure 3.1.2-1 below.

The user will now enter the Collector ID, also called a Collector Key, into the Collector Key text box on the Change Fund Screen as shown in Figure 3.1.2-1 below. The *Issue* button will become available if the Collector ID does not already have a change fund issued to it.

## Change Fund

Becca Reid		<b>Bills</b>		<b>Amount</b>	
Collector Key	1111	\$1	50		\$50
<input type="button" value="New Fund"/>			20		\$100
		\$5	20		\$200
		\$10	0		\$0
		\$20	0		\$0
		<b>TOTAL</b>			<b>\$350</b>
<input type="button" value="Issue"/>		<input type="button" value="Return"/>			

Collector		Issued			Return		
ID	Name	By	Date	\$	R...	By	Date
323	Edward Dybala	18	04/20/2009 11:34	350	<input type="checkbox"/>		
79	Doug Beye	18	04/20/2009 11:34	350	<input type="checkbox"/>		

**Figure 3.1.2-1: Change Fund Screen**

The Supervisor then counts the number of bills of each denomination (\$1, \$5, etc.) in the change fund and enters the totals into the appropriate text boxes. The text boxes will already be populated with default amounts but these may be changed if needed. The Collector will also need to verify the number of bills of each denomination.

The Supervisor will then click the *Issue* button, circled in Figure 3.1.2-1 above, to assign the Collector their bag and fund total. Once the *Issue* button is clicked, the Collector Key and name will appear in the lower section of the screen, along with the Supervisor ID, date, and dollar amount, as shown in Figure 3.1.2-1 above.

At any point during the change fund process before the fund has been issued the Supervisor can click the *New Fund* button to erase all data in the Change Fund screen.

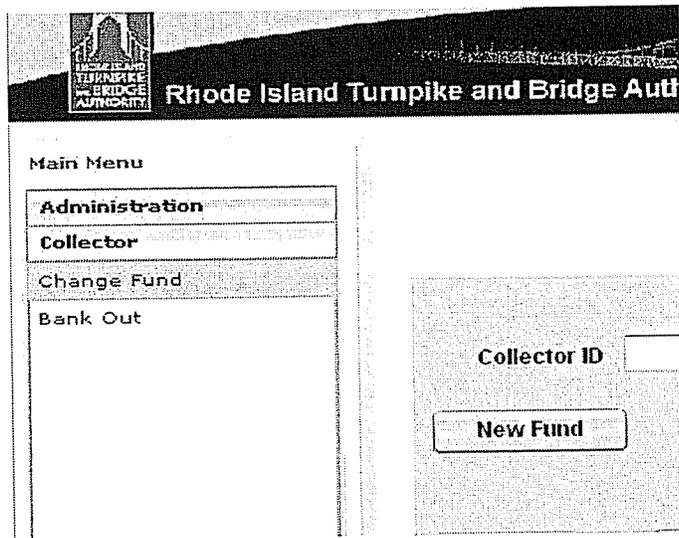
### 3.2 Return Change Fund

#### 3.2.1 Login to Host Application

To access the Collector screens a Supervisor will enter their User ID and password on the Host Login screen, as previously shown in Figure 3.1.1-1.

### 3.2.2 Return Change Fund

After login the Supervisor will click *Collector* from the Main Menu and then *Change Fund* to access the Change Fund screen, as shown in Figure 3.2.2-1 below.



**Figure 3.2.2-1: Main Menu/Change Fund Screen**

The Supervisor will enter the Collector ID into the Collector ID or Collector Key text box. The *Issue* button will not be available if the Collector ID already shows as having a change fund issued. If the Collector ID does not have a change fund issued to it, the *Issue* button will become active, as shown in Figure 3.2.2-2 below.

## Change Fund

Becca Reid

	Bills	Amount
Collector Key <input style="width: 80%;" type="text" value="1111"/>	\$1 <input style="width: 40%;" type="text" value="50"/>	<input style="width: 40%;" type="text" value="\$50"/>
<input type="button" value="New Fund"/>	\$5 <input style="width: 40%;" type="text" value="20"/>	<input style="width: 40%;" type="text" value="\$100"/>
	\$10 <input style="width: 40%;" type="text" value="20"/>	<input style="width: 40%;" type="text" value="\$200"/>
	\$20 <input style="width: 40%;" type="text" value="0"/>	<input style="width: 40%;" type="text" value="\$0"/>
<input type="button" value="Issue"/> <input style="border: 2px solid black; border-radius: 50%; padding: 5px;" type="button" value="Return"/>	<b>TOTAL</b>	<input style="width: 40%;" type="text" value="\$350"/>

Collector			Issued			Return		
ID	Name	By	Date	\$	R...	By	Date	
323	Edward Dybala	18	04/20/2009 11:34	350	<input type="checkbox"/>			
79	Doug Baye	18	04/20/2009 11:34	350	<input type="checkbox"/>			

**Figure 3.2.2-2: Return Change Fund**

The Supervisor counts the number of bills of each denomination (\$1, \$5, etc.) and enters the totals into the appropriate text boxes. The text boxes will already be populated with default amounts and these should be changed if needed. The Collector will also need to verify the number of bills of each denomination.

The Supervisor will then click the *Return* button, circled in Figure 3.2.2-2 above, to return the Collector's change fund and report the fund total. Once the *Return* button is clicked, the open record for that Collector ID is shown in the lower section of the screen. There will now be a check mark under returned, along with the Supervisor ID, date, and dollar amount, as shown in Figure 3.2.2-2 above.

### 3.2.3 Bank Out

The Collector will now select the Bank Out option from the Main Menu as shown in Figure 3.2.3-1 below. Collectors will enter their own Bank Out at the end of their shift. In the case of Bank Outs conducted during a Collector's shift, a Supervisor will conduct the Bank Out.

## Bank Out

<p>Revenue Date <input style="width: 100px;" type="text" value="01/05/2009"/></p> <p>Collector Key <input style="width: 100px;" type="text"/></p> <p>Money Bag <input style="width: 100px;" type="text"/></p> <p><input checked="" type="checkbox"/> Final Deposit</p> <p style="text-align: center; margin-top: 20px;"><input type="button" value="Bank Out"/></p>	<table border="0" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: center;">Currency</th> </tr> <tr> <th style="text-align: left;">Bills</th> <th style="text-align: right;">Amount</th> </tr> </thead> <tbody> <tr> <td>\$1</td> <td style="text-align: right;">0</td> </tr> <tr> <td>\$2</td> <td style="text-align: right;">0</td> </tr> <tr> <td>\$5</td> <td style="text-align: right;">0</td> </tr> <tr> <td>\$10</td> <td style="text-align: right;">0</td> </tr> <tr> <td>\$20</td> <td style="text-align: right;">0</td> </tr> <tr> <td>\$50</td> <td style="text-align: right;">0</td> </tr> <tr> <td>\$100</td> <td style="text-align: right;">0</td> </tr> <tr> <td><b>Total Currency</b></td> <td style="text-align: right;"><b>0.00</b></td> </tr> <tr> <td><b>Total Coins</b></td> <td style="text-align: right;"><b>0</b></td> </tr> <tr> <td><b>Total Deposit</b></td> <td style="text-align: right;"><b>0.00</b></td> </tr> </tbody> </table>	Currency		Bills	Amount	\$1	0	\$2	0	\$5	0	\$10	0	\$20	0	\$50	0	\$100	0	<b>Total Currency</b>	<b>0.00</b>	<b>Total Coins</b>	<b>0</b>	<b>Total Deposit</b>	<b>0.00</b>
Currency																									
Bills	Amount																								
\$1	0																								
\$2	0																								
\$5	0																								
\$10	0																								
\$20	0																								
\$50	0																								
\$100	0																								
<b>Total Currency</b>	<b>0.00</b>																								
<b>Total Coins</b>	<b>0</b>																								
<b>Total Deposit</b>	<b>0.00</b>																								

**Figure 3.2.3-1: Bank Out Screen**

On the Bank Out screen the Supervisor will first check the Revenue Date and if it is not correct enter the proper Revenue Date.

**Note:** The system will automatically default the revenue date based on the time the deposit is being entered. Supervisors should only have to change this date if the deposit is being banked out late, after 7am.

The Supervisor will enter the Collector Key, after which the Collector's name will appear above the Collector Key text box.

The Supervisor will then enter the Money Bag number from the bag the Collector was assigned.

The Money Bags are used to keep all of the toll monies that were collected during a work day together. The bags are serialized with a number and are color coded for weekday, weekend, and holidays as follows:

Holidays	Red
Monday, Tuesday, Thursday, Friday	Blue
Wednesday	Olive Green
Saturday	Yellow
Sunday	Green

Final Deposit should be checked if the Bank Out is the final Bank Out of the day for the Collector, Interim Bank Outs can be processed during the Collector's work day in the event of high volume on the toll road resulting in large amounts of cash on hand for the Collector by un-checking the final deposit button.

Once Final Deposit has been selected the Supervisor and Collector count the number of bills of each denomination (\$1, \$5, etc.) and enter the totals into the appropriate boxes. As the deposit information is entered, the Amount column will keep the total count.

The Collector will enter the total amount of coins into the text box marked Total Coins.

When finished, the Collector will select the 'Bank Out' button committing the information to the system. The Collector Money Bag is deposited into the drop safe and the Collector is banked out.

## 4.0 Report Screens

### 4.1 Audit Reports

#### 4.1.1 Audit Entry Log

The Audit Entry Log Report displays manually entered data, such as collector deposits, vault deposits, adjustment entries, collector deposit corrections and vault deposit corrections. The report lists each deposit and adjustment/correction record for a specified date/time. Additionally, the user can narrow the amount of data reported by selecting an individual staff ID and/or transaction type.

*Entry Fields:*

- Revenue Date

**Audit Reports**

Report:

Revenue Date:

#### 4.1.2 Audit Log

The Audit Log presents a summary of adjustments made to vault or collector SOD's by an auditor for a given time frame. Each Audit Log includes SOD open date/time, SOD close date/time, collector ID, Vault ID, total SOD transactions and indicated revenue. All entries are presented for both before adjustment and after adjustment. Additionally, the Audit Log includes adjuster's number, amount adjusted, date/time of adjustment and any comment by adjuster.

*Entry Fields:*

- Revenue Date

**Audit Reports**

Report:

Revenue Date:

#### 4.1.3 Axle Dollar Variance

The Axle Dollar Variance Report shows the variances for axles and deposits for a collector's tour of duty. The axle variance is the difference between the AVC axles counted by the treadle

and the expected axles based on the collector's classifications. The dollar variance is the difference between the collector's deposit and the expected revenue based on the classifications. The report provides insight into the performance of the collectors.

*Entry Fields:*

- Plaza
- Lane
- Start Date
- End Date

**Audit Reports**

Report:

Plaza:  Lane:

Start Date:   End Date:

#### 4.1.4 Change Fund Audit

The Change Fund Audit Report provides a summary of all change fund activity within the selected reporting period.

*Entry Fields:*

- Plaza
- Lane
- Start Date
- End Date

**Audit Reports**

Report:

Plaza:  Lane:

Start Date:   End Date:

#### 4.1.5 Collector Segment of Duty (SOD)

The Collector SOD Report presents a summary of collector activity during a single SOD. Each SOD Report includes collector name, collector ID, plaza, lane, SOD start time, SOD end time and report generation time and date. Each SOD Report includes the following summary of activities.

- Transaction summary by class by method of payment including totals, adjusted transactions and adjusted total;
- Axle summary by class by method of payment including totals, adjusted axles and adjusted total;
- Expected revenue summary categorized by class by method of payment including totals, adjusted revenue and adjusted total;
- Transaction adjustments (in-lane reclassifications); and
- In-lane alarms (equipment failure).

Only one collector SOD Report shall be generated per page.

*Entry Fields:*

- Revenue Date

- Collector

### Audit Reports

Report:

Revenue Date:

Collectors:

#### 4.1.6 Collector Tour of Duty (TOD)

The TOD Report presents a summary of collector activity during a single TOD. Each TOD Report included collector name, collector ID, TOD start time, TOD end time and report generation time and date. Each TOD Report includes the following summary of activities:

- Transaction summary by class by method of payment including totals, adjusted transactions and adjusted total;
- Axle summary by class by method of payment including totals, adjusted axles and adjusted total;
- Expected revenue summary categorized by class by method of payment including totals, adjusted revenue and adjusted total; and
- Transaction adjustments (in-lane reclassifications).

*Entry Fields:*

- Revenue Date
- Collector

Only one collector TOD Report shall be generated per page.

### Audit Reports

Report:

Revenue Date:

Collectors:

#### 4.1.7 Daily System Adjustment

The Daily System Adjustment Report presents a summary of all transaction adjustments for a plaza for a specified day. Each Daily System Adjustment Report is sorted by collector and includes collector name, collector ID, plaza, lane, vehicle class of transaction, method of payment, expected revenue and actual revenue. The Daily System Adjustment Report also includes a summary based on plaza and collector.

*Entry Fields:*

- Revenue Date

### Audit Reports

Report:

Revenue Date:

#### 4.1.8 Detailed Audit

The Detailed Audit Report lists every transaction that occurred during the specified report time range. The Detailed Audit report provides insight into the performance of the lane and collector actions in the lane. The report includes full details for every transaction including equipment states, alarms, and the serial number for unpaid toll transactions.

*Entry Fields:*

- Plaza
- Lane
- Start Date
- Start Time
- End Date
- End Time

**Audit Reports**

Report:

Plaza:  Lane:

Start Date:   End Date:

#### 4.1.9 E-ZPass Class Mismatch

The E-ZPass class mismatch report shows discrepancies between the vehicle class stored in the E-ZPass transponder and the vehicle class determined by the AVC subsystem. The report is in both detail and summary format where the detail will show each occurrence for a particular E-ZPass transponder id and the summary format will show the number of occurrences for each E-ZPass transponder id. These reports allow the input of date/time ranges and well as the input of specific transponders of interest.

*Entry Fields:*

- Plaza
- Lane
- Start Date
- Start Time
- End Date
- End Time

**Audit Reports**

Report:

Plaza:  Lane:

Start Date:   End Date:

## 4.2 Collector Reports

### 4.2.1 Collector Deposit

The Collector Deposit Report provides a record of each collector's money bag deposit by Revenue Date. It includes the amounts collected by bills and coins, the collector and counting supervisor id as well as the money bag number.

*Entry Fields:*

- Start Date
- End Date

**Collector Reports**

Report:

Start Date:   End Date:

### 4.2.2 Collector Exception

The Collector Exception Report presents a summary of all collectors which have a variance exceeding an amount entered in the generation criteria. Each Exception Report lists collectors in alphabetical order. Each collector listed shall include name, ID, TOD start time, TOD end time, cash deposit date and time, expected deposit, actual deposit, deposit adjustment, actual adjusted deposit and variance.

*Entry Fields:*

- Start Date
- End Date

**Collector Reports**

Report:

Start Date:   End Date:

### 4.2.3 Collector Identification

The Collector Identification Report presents a list of all collectors and supervisors either active or inactive.

**Collector Reports**

Report:

Start Date:   End Date:

### 4.2.4 Collector Standby

The Daily Collector Standby Report presents a summary of all collectors who have exceeded the time allotted to be in standby mode. The listing should be in order based on the time standby made was entered into.

*Entry Fields:*

- Start Date
- End Date
- Duration in minutes

### Collector Reports

Report:

Start Date:   End Date:

Duration:

### 4.3 Comparison Reports

#### 4.3.1 Plaza Traffic Comparison

The Plaza Traffic Comparison Report compares the traffic level from the current fiscal year to the prior fiscal year. Traffic information is reported by day of the month with counts for ETC, Cash, Non-revenue and Violation reported.

*Entry Fields:*

- Month

### Performance and Comparison Reports

Report:

Month:

#### 4.3.2 Statement of Revenue and Transactions

The Statement of Revenue and Transactions compares the current fiscal year to the prior fiscal year by vehicle class along with the percentage change.

*Entry Fields:*

- Fiscal Year

### Performance and Comparison Reports

Report:

Fiscal Year:

#### 4.3.3 System Revenue Comparison

The System Revenue Comparison Report compares the current fiscal year to the prior fiscal year by month for ETC and Cash transactions.

*Entry Fields:*

- Month

### Performance and Comparison Reports

Report:

Month:

#### 4.4 ETC Reports

##### 4.4.1 Daily Lane Operations

The Daily Lane Operations Report presents a summary of lane openings and closings for a given time frame. Each Daily Lane Operations Report includes plaza, lane, date/time opened, mode of operation, date/time closed, collector ID and name, and vault number if applicable.

*Entry Fields:*

- Start Date
- Start Time
- End Date
- End Time

**ETC Reports**

Report:

Start Date:   End Date:

##### 4.4.2 ETC Revenues by Plaza

The ETC Revenue by Plaza Report presents a summary of all ETC transactions and expected ETC revenue at all plazas for a specific location for a specific time frame. Each ETC Revenue by Plaza Report includes total transactions by class by month or by week (dependent on time frame criteria), total for all classes and expected revenue.

*Entry Fields:*

- Start Date
- End Date
- Plaza

**ETC Reports**

Report:

Start Date:  End Date:

Plaza:

##### 4.4.3 ETC Usage (Single Lane)

The ETC Usage Report (single lane) presents the total transaction usage in a specific lane. This report includes transponder number, plaza, lane, transaction date/time, collector/vault number, transaction transponder status and expected revenue for each transaction.

*Entry Fields:*

- Start Date
- Start Time
- End Date
- End Time
- Plaza
- Lane

### ETC Reports

Report:

Start Date:   End Date:

Plaza:  Lane:

#### 4.4.4 ETC Usage (Single Transponder)

The ETC Usage Report (single transponder) presents the total transaction usage for a specific transponder. This report includes transponder number, plaza, lane, transaction date/time, collector/vault number, transaction transponder status and expected revenue for each transaction.

*Entry Fields:*

- Start Date
- Start Time
- End Date
- End Time
- Agency
- TagID

### ETC Reports

Report:

Start Date:   End Date:

Agencies:  TagId

#### 4.4.5 Monthly ETC

The Monthly ETC Report presents a summary of all ETC transactions on a monthly basis by vehicle class by lane. This report includes plaza, lane, transaction by vehicle class for each lane, total transaction for each lane and total ETC transactions.

*Entry Fields:*

- Month

### ETC Reports

Report:

Month:

#### 4.4.6 Non Revenue ETC Usage

Each Non-revenue ETC Usage Report includes transponder number, plaza, lane, and transaction date/time. This report presents a summary of non-revenue ETC usage based on a specific transponder and/or specific time frame.

*Entry Fields:*

- Start Date
- Start Time
- End Date

- End Time

### ETC Reports

Report:

Start Date:   End Date:

## 4.5 IAG Reports

### 4.5.1 Tag Status File Transfer

The Tag Status File Transfer Report provides a record of tag files received from the CSC with a summary of tag status information. It is used to review the receipt of the files and observe status trends that may need to be reported to the CSC for review.

*Entry Fields:*

- Start Date
- Start Time
- End Date
- End Time

### IAG Reports

Report:

Start Date:   End Date:

### 4.5.2 Transaction File Transfer

The Transaction File Transfer Report provides a record of transaction files submitted to the CSC for processing. It is used to review the processing of electronic toll tags and observe trends that may require a review of lane traffic histories.

*Entry Fields:*

- Start Date
- Start Time
- End Date
- End Time

### IAG Reports

Report:

Start Date:   End Date:

## 4.6 Plaza Reports

### 4.6.1 Audit and Reconciliation

The Audit and Reconciliation Report shows a high level summary of the revenue activities for a single Revenue Day. It is separated into two sections; one for collector deposit details and one for vehicle classification statistics.

*Entry Fields:*

- Revenue Date

## Plaza Reports

Report: **Audit and Reconciliation**

Revenue Date:

### 4.6.2 Lane Operations History

The Lane Operations History Report lists all lane mode changes (open and close) for selected date(s). The report provides insight into the operation of the system. The report may be sorted by lane number or collector ID.

#### Entry Fields:

- Start Date
- Start Time
- End Date
- End Time
- Plaza
- Lane

## Plaza Reports

Report: **Lane Operations History**

Start Date:   End Date:

Plaza: **Claiborne** Lane: **All**

### 4.6.3 Monthly Fiscal YTD Comparison

The Monthly Fiscal YTD Comparison Report shows vehicle counts and revenue for the month selected compared to the previous year's counts for the same monthly period.

Counts and revenue are shown for: 2-axle cash paying vehicles, 2-axle token paying vehicles, and all others. The report also shows these counts for Fiscal YTD compared to the previous year's count for the same period. (The Authority's Fiscal Year begins on July 1 and ends on June 30.) Monthly counts include adjustments. The report can be run for a single month, for all lanes (total for the plaza) or for a single lane group (eastbound/westbound).

#### Entry Fields:

- Month

## Plaza Reports

Report: **Monthly Fiscal YTD Comparison**

Month: **February 2010**

### 4.6.4 Monthly Revenue

The Monthly Revenue Report shows cash transactions, UPTs, tickets, requisitions and bus revenue by day for each day of the selected month. The report can be run for a single plaza or all plazas.

#### Entry Fields:

- Month

### Plaza Reports

Report:

Month:

#### 4.6.5 Monthly Traffic

The Monthly Traffic Report shows cash transactions, UPTs, tickets, requisitions and bus traffic by day for each day of the selected month. The report can be run for a single plaza or all plazas.

*Entry Fields:*

- Month

### Plaza Reports

Report:

Month:

#### 4.6.6 Non-Revenue Transaction

The Non-Revenue Transaction Report shows all non-revenue transactions within a specific time range including collector indicated and ETC.

*Entry Fields:*

- Start Date
- Start Time
- End Date
- End Time
- Plaza
- Lane

### Plaza Reports

Report:

Start Date:   End Date:

Plaza:  Lane:

#### 4.7 Revenue Reports

##### 4.7.1 Daily Bank Reconciliation by Business Day

The Daily Bank Reconciliation by Business Date Report presents a reconciliation report of all appropriate deposits for a specific revenue day based on the date in which the revenue was collected.

*Entry Fields:*

- Plaza
- Lane
- Revenue Date

## Revenue Reports

Report: **Daily Bank Reconciliation by Business** | **Preview Report** | **PDF** | **Excel**

Plaza: **Claiborne**

Revenue Date: **02/05/2010**

### 4.7.2 Daily Bank Reconciliation by Process Date

The Daily Bank Reconciliation by Process Date Report presents a reconciliation of all appropriate deposits for a specific revenue day based on the date in which reconciliation processing took place.

*Entry Fields:*

- Plaza
- Lane
- Process Date

## Revenue Reports

Report: **Daily Bank Reconciliation by Process C** | **Preview Report** | **PDF** | **Excel**

Plaza: **Claiborne** | Lane: **All**

Process Date: **02/05/2010**

### 4.7.3 Daily Non-Revenue

The Daily Non-Revenue Report presents a summary list of all non-revenue transactions for any specified day. Each Daily Non-Revenue report includes ETC transponder number, date/time of transaction, lane, plaza and vehicle class.

*Entry Fields:*

- Revenue Date

## Revenue Reports

Report: **Daily Non-Revenue** | **Preview Report** | **PDF** | **Excel**

Revenue Date: **02/05/2010**

### 4.7.4 Daily Revenue by Plaza

The Daily Revenue by Plaza Report presents a summary of all TODs on a daily basis for a single plaza. Each Daily Revenue by Plaza report includes plaza, revenue day, TOD, collector ID, TOD expected revenue, actual deposit, adjusted revenue, adjusted total and variance.

*Entry Fields:*

- Plaza
- Revenue Date

## Revenue Reports

Report:

Plaza:

Revenue Date:

### 4.7.5 Periodic Revenue by Lane

The Periodic Revenue by Lane Report presents a summary of the expected and adjusted revenue for a specified time frame. Each Periodic Revenue by Lane Report includes lane, plaza, deposit date/time, expected revenue, total deposit, variance, adjusted revenue, adjusted total and ETC-expected revenue. Only one report shall be generated for each lane.

#### Entry Fields:

- Plaza
- Start Date
- End Date

## Revenue Reports

Report:

Plaza:

Start Date:  End Date:

### 4.7.6 Periodic Revenue by Plaza

The Periodic Revenue by Plaza Report summarizes the revenue collected at a particular plaza based on a specific time frame. Each Periodic Revenue by Plaza Report includes daily revenue consisting of expected revenue, total cash, total deposit, variance, revenue adjustment, adjusted total and expected ETC revenue. Each plaza shall be presented on a separate page.

#### Entry Fields:

- Plaza
- Start Date
- End Date

## Revenue Reports

Report:

Plaza:

Start Date:  End Date:

### 4.7.7 Revenue for the System

The Revenue for the System Report presents a summary of all revenue collected by the system for a given time period. Each Revenue for the System Report is broken out by plaza location and includes expected revenue, total deposit, variance, variance adjustments, adjusted revenue and expected ETC revenue.

*Entry Fields:*

- Start Date
- End Date

### Revenue Reports

Report:

Start Date:   End Date:

#### 4.7.8 Unpaid Toll/Violation Detail

The Unpaid Toll/Violation Detailed Report presents a summary of all unpaid or partial payment transactions for a specified time frame. Each Unpaid Toll/Violation Detailed Report includes date/time of transaction, lane, plaza, patron license number, patron name, amount paid (if applicable), amount due and verification of payment.

*Entry Fields:*

- Start Date
- Start Time
- End Date
- End Time

### Revenue Reports

Report:

Start Date:      End Date:

#### 4.7.9 Violations

The Violations Report presents a summary of the expected and adjusted violations for a specific time frame. Each Violations Report includes lane, plaza, expected revenue, actual revenue and variance, violation count by lane. Only one report shall be generated for each plaza.

*Entry Fields:*

- Plaza
- Lane
- Start Date
- Start Time
- End Date
- End Time

### Revenue Reports

Report:

Plaza:  Lane:

Start Date:      End Date:

#### 4.7.10 Year-to-Date Revenue by Plaza

The Year-to-Date Revenue by Plaza Report presents a summary of the revenue collected between a given start date and a given end date. Each Year-to-Date Revenue by Plaza Report is broken into monthly totals each including expected revenue, total deposit, variance adjustments, adjusted revenue and expected ETC revenue.

*Entry Fields:*

- Month

**Revenue Reports**

Report:

Month:

#### 4.8 Traffic Reports

##### 4.8.1 Daily Multiple Lane

The Daily Multiple Lane Traffic Report presents a summary of all transactions per lane per plaza. Each Daily Multiple Lane Traffic Report includes plaza, lane, cash transaction by lane, ETC transactions by lane, non-revenue transactions by lane, violations by lane and total transactions.

*Entry Fields:*

- Plaza
- Start Date
- End Date

**Traffic Reports**

Report:

Plaza:

Start Date:   End Date:

##### 4.8.2 Hourly Lane Traffic

The Hourly Lane Traffic Report presents a summary of all lane transactions for each hour of a specified time frame. Each Hourly Lane Traffic Report includes plaza, lane, cash transaction by class, ETC transactions by class, non-revenue transactions by class, violations by class and total transactions. Only one lane shall be presented per page.

*Entry Fields:*

- Plaza
- Lane
- Start Date
- End Date

## Traffic Reports

Report:

Plaza:  Lane:

Start Date:  End Date:

### 4.8.3 Plaza Traffic

The Plaza Traffic Report presents a summary of all transactions for a particular plaza. Each Plaza Traffic Report includes plaza, lane, cash transaction by class, ETC transactions by class, non-revenue transactions by class, violations and total transactions.

#### Entry Fields:

- Plaza
- Lane
- Start Date
- Start Time
- End Date
- End Time

## Traffic Reports

Report:

Plaza:  Lane:

Start Date:   End Date:

### 4.8.4 System Traffic

The System Traffic Report presents a summary of all transactions for the entire system based on a specified time frame. Each System Traffic Report includes plaza, start period, end period, cash transactions by class, ETC transactions by class, non-revenue transactions by class, violations and total transactions.

#### Entry Fields:

- Start Date
- Start Time
- End Date
- End Time

## Traffic Reports

Report:

Start Date:   End Date:

### 4.8.5 Unusual Occurrence

The Unusual Occurrence Report presents a summary of all unusual occurrences within a specified time frame. Each Unusual Occurrence Report includes plaza, date of occurrence, lane,

method of payment, collector ID, collector name, description, expected revenue, actual revenue and total unusual occurrences for the plaza.

*Entry Fields:*

- Start Date
- Start Time
- End Date
- End Time

### Traffic Reports

Report:

Start Date:   End Date:

#### 4.8.6 Year-to-Date Plaza Traffic

The Year-to-Date Plaza Traffic Report presents a summary of all plaza transactions by month for any one-year period. Each Year-to-Date Plaza Traffic Report includes plaza, month, cash transactions by class, ETC transactions by class, non-revenue transactions by class, violations, and total transactions. The most recent month shall be presented by individual week totals.

*Entry Fields:*

- Plaza
- Lane
- Month

### Traffic Reports

Report:

Plaza:  Lane:

Month:

## 5.0 Audit Screens

### 5.1 Collector Audit

The Collector Audit screen is used by the Auditor to enter bank deposit information for each money bag when it is received from the bank and to apply adjustments to the System Expected amounts. The System Expected is the value returned from AVC (i.e. treadles) while the Collector Indicated is always the value from the method of payment button press. The Collector Audit screen allows the auditor to adjust values based on the results of the reports and the collector's Unusual Occurrences (UO) manual report. For example, a notation may be made on the UO to indicate that a no fund should have been a 2-axle cash so a manual adjustment can be made by the auditor. The collector's notes are made during the tour but the Auditor will perform the adjustments several days later – when the money bag deposits have been reported by the bank.

For each Revenue Day, the auditor selects the Revenue Date and the Collector to audit in the upper left section of the Collector Audit screen. After both entries are selected, the screen will populate with the bank deposit information in the upper right corner, the AVC Tour Data in the center section and audit adjustments that have previously been made (if audit was completed) at the bottom of the screen.

Collector Audit

Revenue Date: 02/08/2010

Collectors: Anthony, Denise - 8

Bank Deposit:

Bag Number	Bag Amount	Deposit Amount
115	658.00	0.00

Copy Bag

Save Deposit

Refresh

Tour Data

Axles	Transactions						Revenue					
	Cash	UPT	NR	Vouc...	Violat...	Total	Cash	UPT	NR	Vouc...	Violat...	Total
2-Axle	151	1	6	2	0	162	604.00	0.00	0.00	0.00	0.00	604.00
3-Axle	0	1	0	0	0	1	0.00	0.00	0.00	0.00	0.00	0.00
5-Axle	1	0	0	0	0	1	10.00	0.00	0.00	0.00	0.00	10.00
Extra-Axle	0	0	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total</b>	<b>152</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>164</b>	<b>614.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>614.00</b>

Adjustment Data

Axles	Transactions						Revenue					
	Cash	UPT	NR	Vouc...	Violat...	Total	Cash	UPT	NR	Vouc...	Violat...	Total
2-Axle	0	0	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
3-Axle	0	0	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
4-Axle	0	0	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
5-Axle	0	0	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
Extra-Axle	0	0	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

Save

5.1.1 Bank Deposit

Each collector money bag is registered in the Host and includes the deposit slip amount before it is submitted to the bank. After the bank deposit is recorded, the actual deposit amount is received by the Authority from the bank and must be entered on the system. The Bank Deposit section of the Collector Audit screen appears in the upper right hand corner and allows the Auditor to quickly enter the bank deposit.

Bank Deposit:

Copy Bag

Save Deposit

Bag Number	Bag Amount	Deposit Amount
115	1,376.00	1,361.00

Actual Deposit

Figure 1

The auditor will enter the actual deposit information recorded by the bank as shown in Figure 1. If the amount is the same as the deposit slip, the "Copy Bag" button may be selected to quickly copy the amount. Changes are not updated in the Host until the "Save Deposit" button is selected.

5.1.2 Adjusting Entries

For each Collector's Revenue Day, the auditor will make any necessary adjustments in the lower section of the screen. Adjustments may be made in pairs so a transaction that must be moved from "Violation" to "Cash" will have an entry recorded in the adjustment entry as displayed in Figure 2. Cash changes are framed in blue and the violation is framed in red.

Adjustment Data

Axles	Transactions						Revenue					
	Cash	UPT	NR	Vouc...	Violat...	Total	Cash	UPT	NR	Vouc...	Violat...	Total
2-Axle	1	0	0	0	-1	0	4.00	0.00	0.00	0.00	0.00	4.00
3-Axle	0	0	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
4-Axle	0	0	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00

**Figure 3 - Adjusted payment class**

For a class mismatch between the AVC and the Collector that is accepted by the auditor, the entry will be shown across two rows as shown in Figure 4. In this example, the AVC registered a 3-axle vehicle and the collector correctly classified the event as a 2-axle. The 3-axle AVC event can be reduced as shown in the red frames, while a 2-axle event is added as shown in the blue frame.

Adjustment Data

Axles	Transactions						Revenue					
	Cash	UPT	NR	Vouc...	Violat...	Total	Cash	UPT	NR	Vouc...	Violat...	Total
2-Axle	1	0	0	0	0	1	4.00	0.00	0.00	0.00	0.00	4.00
3-Axle	-1	0	0	0	0	-1	-6.00	0.00	0.00	0.00	0.00	-6.00
4-Axle	0	0	0	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00

**Figure 4 - Adjusted vehicle axles**

## 6.0 Collector Audit Process

The purpose of the daily collector audit is to ensure that all revenue is accounted for and that all bank outs have been properly recorded. Auditing begins with generation of the daily reports used to review collection activities prior to audit:

1. Axle Dollar Variance
2. Collector Deposit
3. Collector Segment of Duty
4. Collector Tour of Duty

After the daily bank deposits are made and the information is available to the Auditor, the adjustments can be made for each collector's revenue day. Following the audit adjustments, daily reports will be generated that apply the audit adjustments and bank deposits to the collector revenue day. The following reports will be used:

1. Collector Exception
2. Daily Revenue by Plaza
3. Daily System Adjustment
4. Audit Log
5. Audit Entry Log

The Collector Audit Process is broken into the following sections:

- Daily Collector Audit
- Collector Audit Adjustments
- Monthly Audit

### 6.1 Daily Collector Audit

The Axle Dollar Variance Report shows the System Expected revenue, which is based on AVC (i.e. treadle) and the Collector Indicated (shown in Actual column) revenue, based on collector indicated classifications on the toll terminal and the bank Deposit. The report calculates an Axle variance as the difference between the system Expected axles based on AVC and the collector Indicated classifications on the toll terminal and a Dollar variance as the difference between the bank Deposit and the Collector

Indicated (shown in Actual column) revenue, based on collector button presses on the toll terminal. The report provides a listing, by collector, of known variances between expected revenue based on AVC, indicated (actual) revenue based on collector classifications and collected revenue based on the bank deposit. The report provides insight into the performance of the collectors.

After generating and reviewing the Axle Dollar Variance Report, the auditor will generate the Collector Segment of Duty and Collector Tour of Duty Reports for each collector working during the Revenue Day that has a variance. The Duty reports provide a record of revenue collected by Tour Segment along with the total revenue and transactions collected for the day which can be used to isolate variance activity. Reports with variances are saved or printed and set aside for audit adjustment. Once the audit adjustments are completed (see Section 6.2.2 below), the adjustment revenue will show on the Axle Dollar Variance Report and the variances will be reduced.

## 6.2 Collector Audit Adjustments

For collectors that show a variance on the Axle Dollar Variance Report, the Auditor will use the Collector Audit screen to input adjusting entries for transaction counts, class revenue or bank deposits. The Collector Audit screen is described in section 5.0 and is used to complete Bank Deposit Reconciliation and Collector Tour Audit Adjustments.

### 6.2.1 Bank Deposit Reconciliation

When deposit amounts are received from the bank, they are entered in the Collector Audit screen which allows the auditor to enter the actual deposit amount from the bank statements. Each collector money bag is registered in the Host and includes the deposit slip amount before it is submitted to the bank. After the bank deposit is recorded, the actual deposit amount is received by the Authority and must be entered on the system. The Bank Deposit section of the Collector Audit screen appears in the upper right hand corner and allows the Auditor to quickly enter the bank deposit.

Bank Deposit:

Bag Number	Bag Amount	Deposit Amount
115	1,376.00	1,361.00

Copy Bag

Save Deposit

Actual Deposit

**Figure 5 - Bank deposit entry**

The auditor will enter the actual deposit information recorded by the bank as shown in Figure 6. If the amount is the same as the deposit slip, the “Copy Bag” button may be selected to quickly copy the amount. Changes are not updated in the Host until the “Save Deposit” button is selected.

### 6.2.2 Audit Adjustments

Adjusting entries are made to the system Indicated values on the Audit Adjustment Screen. These entries are made based on entries on the collector’s Unusual Occurrences (UO) manual report and known variances from the Axle Dollar Variance Report used in conjunction with the Duty reports. The Collector Audit screen allows the transaction count, class revenue, or both to be adjusted by the auditor, by vehicle class and by transaction type. The collector’s original AVC Tour Data, representing the System Expected totals processed by the lane during the tour, is shown in the upper box. The Auditor will use the lower

box, displayed as Adjustment Data, to enter adjusting entries to modify the tour activity. To change the data that appears in either view, enter new selection criteria and select the "Refresh" button.

The following are examples of adjusting entries that can be made to close variances:

1. Transaction count adjustment by class and by transaction type
  - a. Enter negative numbers to reduce transaction count and reduce the AVC Tour Data totals
  - b. Enter positive numbers to increase transaction count and increase the AVC Tour Data totals
2. Class revenue can be adjusted for cash transactions
  - a. Enter negative dollar amounts to reduce revenue and reduce the AVC Tour Data totals
  - b. Enter positive dollar amounts to increase revenue and increase the AVC Tour Data totals

As adjusting entries are input, the auditor can keep track of the adjusting totals at the bottom of the view.

Changes are not updated in the Host until the "Save" button is selected. When the "Save" button has been selected, the Adjustment Data view will retain the entered information.

### 6.2.3 Audit Reporting

Audit reporting is the final step in the collector audit adjustment process. Each report generated provides a view into the adjustment activities.

The Collector Exception Report shows the Indicated revenue amount from each collector, the adjustment revenue amount and an adjusted total. The report shows bag amount, the amount deposited by the collector at bank out and the bank deposit, the bank reported deposit amount for each money bag. The report calculates a Collector variance as the difference between the adjusted Indicated total and the Bag Amount and a Dollar variance as the difference between the Bag Amount and the Bank Deposit. The report displays data by collector segment of duty, by revenue day.

The Daily Revenue by Plaza Report provides a breakdown of all revenue collected during a single Revenue Day, by collector. The report is printed for final reconciliation at the end of the daily audit and will show the original System Expected revenue by class and the Adjustment Amount by class following audit adjustments. The resulting adjusted totals are compared with the System Expected totals based on AVC and the bank deposits. The report calculates a Collector variance as the difference between the Adjusted AVC totals and the bag amount and a Cash variance as the difference between the bag amount and the Bank Deposit total.

The Daily System Adjustment Report provides a breakdown of all revenue collected during a single Revenue Day, similar to the Daily Revenue by Plaza Report, by collector. This report additionally includes the adjustment totals for all non-revenue transactions. It is a complete summary of the Auditor's actions for the Revenue Date and assists in identifying any adjustment data entry errors.

The Audit Log Report shows the audit adjusted transaction counts, original Indicated revenue and audit adjusted revenue totals for a single Revenue Day by collector. It provides a summary of the audit adjusted revenue by collector for each Revenue Day.

The Audit Entry Log Report shows details of the collector's money count during bank out showing input entries by denomination and when the bank out was completed. The report also shows a detailed breakdown of the Auditor's transaction and revenue adjustments for each collector, by transaction type and vehicle class, for a single Revenue Day.

### 6.3 Monthly Audit

Daily audits must be completed by the 8<sup>th</sup> day of the following month to enable proper generation of the monthly revenue reports. The monthly summary information is collected automatically at midnight of the 8<sup>th</sup> day of each month. If the daily audit adjustments fall behind then the summary information must be manually initiated by the maintenance team.

The Monthly Revenue Report will be used to show the adjusted revenue collected based on the audit adjustment entries and the actual bank deposits.

**RHODE ISLAND TURNPIKE AND BRIDGE AUTHORITY**

**Plaza Operations Business Rules**

**February, 2015**

## **Overview**

- **Introduction**
- **Base Funds**
- **Operating Procedures**
- **Closing a Manual Lane**
- **Non-Payment of Tolls**
- **Forms**

## **Introduction**

The Plaza Operations department of the Rhode Island Turnpike and Bridge Authority is responsible for the manual collection of cash tolls generated in the toll plaza. The toll plaza is opened and staffed 24 hours each day, 7 days a week. Those employees who work in Plaza Operations are trained and adhere to the following policies and procedures.

## **Base funds**

Plaza Operations works on a fixed amount of cash to operate effectively. These funds are divided between the Supervisor's draw fund and the tour fund that a Toll Collector utilizes.

1. Plaza Supervisors draw fund - is comprised of \$500.00 in cash of various denominations of paper currency. The location of this cash draw is located at the Supervisors work station and is under lock and key. This draw fund is used to assist toll collectors in making change so their tour fund has is comprised of the correct number of bills and denominations. The supervisor will count this fund at the beginning of their shift.
2. Tour Fund - This cash fund is comprised of \$350.00 in various denominations of various currencies. The tour fund is issued by the Plaza Supervisor to each Toll Collector at the start of the shift for use in making change. The Toll Collector counts the tour fund at the beginning of the shift and shall be held strictly accountable for the tour fund. Personal funds shall not be mixed with Authority change and funds. Funds are subject to audit by Authority authorized persons.
3. Money Bags - There are several type of bags that are used to hold monies and/or paperwork for the toll collector. A money bag is a numbered canvas zippered bag that holds the tour fund that is issued to each toll collector at the beginning of a shift. A "Ticket" bag is a hard plastic envelope that is used for holding documents that are generated in a tour of duty for audit purposes. There is also a canvas, paper or plastic coin bag which is for all coins collected during the tour of duty.
4. Cash Drawer - cash drawers are provided in each toll booth. The Toll Collector shall use the cash drawer assigned for the toll lane in which he/she is working to hold the tour fund and toll revenues. The money will be kept in a neat and orderly arrangement in the cash drawer.

## **Operating Procedures**

The following are transactional procedures that have been established for employees to follow.

1. Credit/Debit Card Payments - When a patron presents a credit or debit card to pay a toll, confirm what the dollar amount for the toll will be. Process the transaction as a credit sale and when finished, return the credit card to the patron ,along with a receipt. After the credit

card and receipt have been tendered, the Collector shall process the toll as cash on the Manual Lane Terminal (MLT) by selecting the appropriate axle count button and then selecting the cash button. For additional information, see the procedures sheet titled "Credit Card Device Procedures".

2. Misclassifications - Misclassifications will not be corrected. They will be noted on the Unusual Occurrence and Exception Report form. Toll Collectors will not pre-register any transaction.
3. Making Change - When change is required, the Toll Collector will accept the bill and either place it on the counter or perpendicular atop the cash draw in full view. Once change has been made and accepted, the Toll Collector shall place the bill in the individual denomination cash drawer slot.

Change will be counted in such a manner that the patron may clearly observe the process. Pennies and Canadian money will not be given in change unless requested. Bills of large denominations or small change given in payment of tolls will be accepted graciously and without comment.

If a patron arriving at the plaza immediately engages the Toll Collector in conversation, the Toll Collector shall courteously excuse himself/herself from immediate answer, request the toll and complete the toll transaction, after which he/she shall answer all questions. This procedure will serve to prevent confusion and subsequent arguments as to whether the toll collection has been made.

4. Short-Change Complaints - Toll Collectors are required to follow one of the following two procedures whenever a short-change claim is received:
  - A. When a patron complains of being short-changed and the Toll Collector is certain that the claim is justified, payment in the amount of the claim shall be made immediately and the Plaza Supervisor notified.
  - B. If the patron's claim is doubtful, no payment shall be made by the Toll Collector. The Toll collector shall notify the Plaza Supervisor who will complete a Patron Cash Transaction Report.
5. Identification of Counterfeit Bills - At times an item of US currency is presented that appears to be counterfeit or its authenticity in doubt. The below procedures will be followed to assist in trying to determine the authenticity of a bill. Upon being presented a bill of a denomination of \$20 or higher, the pen test will be conducted along with at least one of the other following security features to check its authenticity. Note that bills from 1996 onward work with the pen test.
  - Red & blue fibers – red and blue linen fibers have been embedded in the currency paper itself. A close examination of the bill will show these colored fibers throughout the bill.

- Security thread - since 1990 a security thread has been embedded in bills from \$5 denominations up. The thread can be seen when the bill is held to light and will be located either on the right or left side of the bill. The thread is inscribed with the denomination of the bill and “USA”.
  - Watermark – since 1996 a water mark of the president’s portrait was placed on the right side of the bill. The watermark can be detected when the bill is held to light.
  - Color Shifting Ink – since 1996 color shifting ink of the front lower right numeral was introduced and can be easily viewed by moving the bill. 1996 style bills has color ink that shifts from green to black and 2004 style bills has ink that shifts from copper to green.
6. Identification of Counterfeit Coins - Detection of counterfeit coins is somewhat simpler because of the better methods of testing metals. Some tests for the detection of counterfeit coins are the following:
- Drop the coin on a hard surface – the genuine coin has a clear bell-like ring; the counterfeit has a dull, leaden sound.
  - Feel the surface – a counterfeit coin usually has a greasy feeling, quite different from the clean, dry feeling of a genuine coin.
  - Examine the coin – the genuine coin is noted for its clear, sharp, clean-cut description and inscription; knurled edges are sharp and even. Counterfeit coins reveal poor, indistinct workmanship.
7. Canadian currency, coin, checks and travelers’ checks - Canadian currency, coin, traveler’s checks and checks are not to be accepted in payment of the toll.
8. Insufficient Funds - In cases where patrons do not have sufficient funds to pay the toll, the Toll Collector will process an Unpaid Toll transaction: Partial payments will NOT be accepted.
- If the vehicle is greater than 2 axles, press the appropriate classification button.
  - Press the No Fund button.

Two copies of the Unpaid Toll Receipt are printed. The first receipt is to be completed by the patron and then turned in by the collector via the ticket bag. The second receipt is given to the patron with instructions for paying the toll.

In the event a patron does not go through the Toll Collector’s manual lane, and has entered one of the (gated) ETC lanes, a manual Unpaid Toll Report shall be written. The patron will sign his/her name in the space provided and issue the patron the (yellow copy) of the form. The original (white copy) of the form shall be placed in the toll collector’s ticket bag.

Patrons should be reminded that failure to pay the toll fare due within 14 days can result in additional fees.

9. Toll Receipts - The Toll Collector shall issue a Current Cash Receipt with the proper time stamp by pressing the Receipt button on the Manual Lane Terminal (MLT).

For manual cash receipts, a properly completed receipt for a cash toll paid shall be issued to the patron upon request with the current Date, Time, Lane and Collector Card No written legibly on the cash receipt.

10. Authorized Users of Non-Revenue Transponders and Non-Revenue Passage - Non-Revenue Transponders and Non-Revenue Contractor and State Police buttons shall be issued and authorized as follows:

- For use by Authority full time employee's as directed by the Executive Director.
- For non-union part time employees for the sole purpose of coming to work. The Non-Revenue Contractor button shall be pressed and the name of the employee written on the slip and placed in ticket bag.
- RI State Police, in official vehicles. The State Police button is pressed and the badge number is written on the Law Enforcement slip and placed in ticket bag.
- Authority owned vehicles have a Non-Revenue E-ZPass transponder.
- The Non-Revenue Contractor button is for use by consultants, engineers, contractors, or others engaged in the performance of work under a construction, service, engineering or maintenance contract or agreement with the Authority. The name of the company or person shall be written on the contractor slip and placed in ticket bag.
- Emergency vehicles when summoned by the Authority.

11. Rhode Island Public Transit Authority Procedure – RIPTA Buses Only

For a RIPTA Bus with a transponder, but not working – Write an Unpaid Toll Report (UPT) and indicate on the form "Transponder not Working". Note: Write on the top of the report 'E-ZPass Office'. All UPT's for RIPTA shall have RIPTA in the name section with Elmwood or Newport Garage in the address section. Signature shall be the name of the driver and payroll #. The Toll due will be \$4.00 (2 axle cash rate).

For RIPTA Bus without a transponder – Write an Unpaid Toll Report (UPT) and indicate on the top of the form "No Transponder". Follow the same procedure as above for the Name, Address, Signature and amount of the Toll.

12. Turnarounds - A patron may indicate to a Toll Collector that they have made a mistake and got on the bridge in error or they do not want to use the Newport/Pell Bridge.

- Classify the vehicle, then press the 'Issue Turn Around' button and collect the toll due.
- A non-revenue voucher receipt is automatically printed and the Collector will issue this receipt to the patron. The patron must sign the voucher upon receipt

prior to leaving the lane. The voucher receipt will allow 15 minutes to turn around.

- A manual “Turnaround” slip will be used for those patrons that stop in an E-ZPass lane only.
- The receiving collector will accept the voucher and a second toll will **not** be collected. Press the ‘Receive Turn Around’ button and place voucher in the ticket bag. If the voucher is not signed, and the recipient refuses to sign, do not accept and collect the toll due.

### **Closing a Manual Lane**

The following procedures are to be followed when closing a manual lane. Toll lanes must not be closed without direct authorization from the Plaza Supervisor. The procedures for closing a toll lane are as follows:

#### 1. End of Shift -

- If a Toll Collector is being relieved by another collector, place lane on standby while you remove all cash from the drawer and place in your cash bag. Place all other documents including the Unusual Occurrence & Exception Report in the ticket bag. Press the ‘Close’ button to close the lane.
- If the Toll Collector does not have the capability to activate the lane as an E-ZPass Only Lane, notify the Plaza Supervisor who will remotely reopen the lane as an E-ZPass Only Lane.
- Proceed to the Supervisor’s office and return your tour fund to the Supervisor if it has not already been returned to the Supervisor during your shift.

#### 2. Banking Out – The following procedures are to be adhered to when banking out:

##### A. Preparation of Deposit:

- The Supervisor will count the money in the currency counter and indicate the dollar amount to be entered on the deposit slip.
- All bills must be uniformly banded, portrait on top.
- All denominations should be banded in 100 bill packages whenever possible.
- Bills amounting to less than the quantities designated above must be banded together with the band wrapped inside out with the dollar amount indicated on the band.
- Coins will be counted in the coin counter and the total amount will be entered on the deposit slip. All counted coin will be placed loose in the canvas or plastic bag and then placed in the cash bag.

B. Original Copy of Deposit Slip will be placed in the ‘cash bag’ and a copy of the deposit slip will be placed on top inside the ‘ticket bag’.

##### C. Disposition of Toll Revenue and Supporting Data

1.) Place in Money Bag:

- All cash revenue collected.
- Original copy of Deposit Slip

2.) Then lock and drop the bag into the designated money-bag depository which will be witnessed by the Plaza Supervisor.

3.) Place in Ticket Bag:

- Copy of Deposit Slip
- Copy of printed Unpaid Toll Invoice with patron's information or for manual UPT, original (white copy) of Unpaid Toll Invoice to be placed in ticket bag.
- Unusual Occurrence and Exception Report.
- Other pertinent documents as required, i.e. vouchers, contractor slips, etc.
- Close and drop the plastic bag into designated ticket-bag depository.
- The Plaza Supervisor shall witness the drop.

### **Non-Payment of Tolls**

Any person who refuses to pay or evades the payment of tolls is guilty of a violation of the laws of the State of Rhode Island and Article 5.1 of the Regulations Governing the Use of The Newport/Pell Bridge. Article 5.1 of the Regulations is intended to apply to passage through a manual toll lane without making payment in accordance with the Toll Schedule and to passage through an E-ZPass lane without a Transponder. Any such violation through the manual or (gated) E-ZPass lanes shall be reported immediately to the Plaza Supervisor who will report the information to the RI State Police.

1. Manual Toll Lanes and (Gated) E-ZPass Lanes

Toll Collectors are responsible for reporting nonpayment of the proper toll in a manual toll lane and for providing evidence to be used in prosecuting violators. Under no circumstances shall a Toll Collector detain a violator against his/her will; however, in all cases the Toll Collector shall immediately report the license number and a description of the vehicle to the Plaza Supervisor, who will relay the information to the RI State Police. In cases involving nonpayment of tolls it may be necessary for the Toll Collector to appear and testify in court. Additionally, violations or broken gates in the (gated) E-ZPass lanes shall be reported immediately to the Plaza Supervisor.

2. Filing Complaints

When a violation has been established, the Toll collector or the Plaza Supervisor shall properly identify the violator. A witness statement may be required to document the situation. The Plaza Supervisor has these forms. If any problems arise beyond the normal

process, the matter should be brought to the attention of either the Director of Plaza Operations, Safety and Security or the Deputy Director of Plaza Operations.

### **Forms**

The following forms are used by Toll Collectors and Supervisors during their tour of duty.

1. Authorization Voucher/Pass for Patron Turning Around(Automatic & Manual)

The Authorized voucher/pass is to be issued and completed by the Toll Collector. The patron will sign the voucher in the space provided, prior to patron leaving the lane. For a manual turn around pass: Same as above with the exception that the Toll Collector shall enter all information in the spaces provided.

2. Deposit Slip (Manual)

This form is to be used whenever the computers have malfunctioned and you are unable to enter the deposits on the computers in the bank out area. It is to be properly completed in ink.

After the deposit slip has been completed in duplicate and has been checked by the Plaza Supervisor, the original is to be placed in the money bag and the copy in the ticket bag for transmittal to the Finance Department.

3. Money Bag and Tour Fund Manifest

The Money Bag and Tour Fund Manifest is a day by day record of cash bags and tour funds issued to each toll collector for their tour of duty. As set forth on the form, the collectors whose signatures appear certify that they were issued a money bag and a tour fund at the start of their tour of duty and that they severally deposited the Money Bag (s) in the Money Bag Depository. The Supervisor shall count and initial the return of the tour fund on the manifest.

4. No Permit Slip for Overweight/Overwide Vehicles

This slip is to be completed by Toll Collectors when an overweight or overwide vehicle does not have an overweight/overwide RITBA permit. The vehicle driver or trucking company never applied for an overweight and/or overwide permit.

5. Overweight/Overwide Vehicle Crossing of Newport/Pell Bridge Application

This application is for overweight vehicle's that have Gross Vehicle Weight (GVW) over 80,000 lbs. and/or if the vehicle's trailer or load width is over the prescribed width.

6. Patron Cash Transactions Report

This report is to be completed by the Plaza Supervisor when a suspected discrepancy in a cash transaction is reported.

7. Toll Receipt

This form is issued by the Toll Collector from the receipt printer whenever a patron requests a receipt for his payment of cash for passage over the Bridge. Only one receipt will

be issued to a patron at any one time, and it is issued only for the current passage. No receipts shall be issued for a previous toll. These receipts will indicate the Lane Number, Operator Number, Day, Date, Time, Axles, and Toll Amount Paid.

For a manual toll receipt, the Toll Collector shall enter the same information as indicated above in the spaces provided except for the day.

For an overweight receipt, the Date, Overweight Fee and Initials shall be entered in the spaces provided.

8. Unusual Occurrence and Exception Report

This form is used to record any occurrence or exception which would affect the revenue or treadle count during the Toll Collector's tour of duty. Such occurrences or exceptions include: Explanations for money overcharges or shortages, misclassifications, failure of equipment to operate properly, passage of vehicles that might not give true treadle counts, passage of personnel without nonrevenue cards. Any money found in the lanes, toll booth or cash and other documentation collected from the (gated) E-ZPass lanes, shall be recorded on the Unusual Report along with the time, lane, and amount of toll collected and included with the deposit of your other receipts.

9. Unpaid Toll Schedule Form (Automatic & Manual)

When a patron does not have sufficient funds to pay a toll, an Unpaid Toll Invoice shall be printed out by pressing the 'No Fund' button. Two receipts will be printed out. One receipt shall be completed by the Toll Collector with all the pertinent information and signed by the patron, and then placed in the ticket bag for transmittal to the Finance Department. The second receipt, along with an envelope and instructions shall be given to the patron to mail in with the toll amount due within 14 days to avoid additional fees.

For Manual Unpaid Toll Invoice: The Toll Collector will complete the invoice and place the original (white copy) in the ticket bag. The copy (yellow copy) will be given to the patron along with an envelope to return the toll payment. Patrons should be reminded that the toll amount is \$5.00 per axle.

10. Unmounted Transponder Payment Form

Unmounted Transponder Payment Form is utilized whenever a motorist does not have their Transponder properly mounted to their vehicle. The RITBA E-ZPass account will be charged an Unpaid Toll Transaction fee to the account at a rate of \$2.00 per axle per occurrence.