

6.0 Fareboxes / On Board Fare

Fareboxes that are used for HCT service have two keys. One key opens the farebox (outer vault) that allows access to the locked cash vault/cash box (internal vault). The second key opens the cash vault/cash box.

Farebox

- Each van is equipped with one farebox
- Each farebox has two cash vaults/cash boxes
- Cash vaults/cash boxes are numbered according to the vehicle number
 - Example: Van 857 has cash vaults/boxes 857A and 857B
- p.r.n. ensures that the cash vaults/cash boxes are placed into the farebox of the assigned van (i.e. Van 857 has cash vaults/boxes 857A and 857B)
- ACCESS ensures that the daily ridership data base contains a daily record of the cash vaults/cash boxes that are used in service.

Keys

- p.r.n. retains the keys to open the fareboxes.
- HCT has all of the keys that open the cash vaults/cash boxes.

On Board Fare

- Drivers collect fares according to the current fare structure. All fares are paid directly into the farebox.
- Drivers are not permitted to:
 - Handle any fares unless assistance is requested by a person with a disability.
 - Provide fare for riders.
 - Issue change if the rider does not have the exact fare amount.
- Charge a fare that is different than the current fare structure. Drivers are required to record each passenger by fare type on the In-Touch key pad except for customers who use a Rider Card. Customers with Rider Cards swipe their cards while boarding and the In-Touch device records the rider.
- Drivers are responsible for visually checking the amount deposited into the farebox and clearing the fare box of monies after deposit.
- Drivers are required to report excess fares. The operator is to complete a form and place it into the farebox before he/she retires the vehicle. An example of a receipt is as follows:

EXCESS FARE RECEIPT	
Date: _____	Time: _____ <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.
Route: <input type="checkbox"/> East Pittsburgh <input type="checkbox"/> McKeesport <input type="checkbox"/> Monroeville	
<input type="checkbox"/> Other _____	
Vehicle Number: _____	
Amount: _____	
Operator: _____	

- Excess Fare Receipts are to be sent to ACCESS. ACCESS sends the forms to HCT on a weekly basis.

7.0 Fare Collection / Reconciliation Process

Cash Vault/Cash Box Replacement

- Cash vault/cash boxes remain in assigned van for the entire HCT service week.
- Every Saturday evening after the van completes the last trip for the week, a p.r.n. employee will:
 - Remove the cash vaults/cash boxes from all of the vans.
 - Replace the cash vaults/cash boxes with empty cash vaults/cash boxes.
 - Log the following information by cash box number:
 - Date and time cash vault/cash box removed.
 - Cash vault/cash box number removed from van.
 - Employee who removed cash vault/cash box.
 - Any pertinent additional information or comments.
 - Example:

Cash Box #	Date:	Time:	Removed from van by:	Picked up by:	Date:	Time:	Received at Heritage by:
853-A	10-01-17	18:00	p.r.n. Signature	HCT Signature	10-2-17	7:35	HCT Staff Initials

- p.r.n. provides the completed log to ACCESS at the close of each month and ACCESS submits monthly the completed log to HCT.

Farebox Collection Summary

- Every Monday morning, a HCT staff member, will retrieve the locked fareboxes from p.r.n.
 - If Monday is a holiday, the fareboxes are collected the following business day
 - HCT Staff person will sign a log confirming receipt of fare box from p.r.n.

- For security reasons, the locked fareboxes are placed into a box or other receptacle for transporting. The box or receptacle shall be an item that conceals the contents for transporting.

- Heritage Employee
 - Staff person delivers cash box to Heritage with copy of Cash Box Log. Staff person accepting cash boxes initials log for each cash box received at Heritage.
 - Cash vaults are locked in cabinet until ready to be counted.
 - Each cash box is opened and counted under dual control. At no time will the monies from the cash vault/cash boxes be inter-mixed.
 - Each coin bag is processed separately.
 - The monies are recorded for each coin bag and any counterfeit or foreign instruments and objects will also be recorded (i.e. counterfeit bills, parking tokens, etc.)
 - Coins are placed into a Coin Counter that counts and wraps coins. Coins are wrapped in standard U.S. single coin wrappers.
 - Paper currency and excess coins are counted and recorded.
 - HCT staff completes a form/log that provides a report date, cash box beginning and ending dates, totals the money by type and grand total, Identifies non-monetary items and signed by money counter and verifier. The forms are maintained in a separate file. Example:

WEEKLY CASH VAULT/CAH BOX REPORT				
Report Date: <i>Monday, September 14, 2015</i>				
Cash Box Beginning Date: <i>Monday, September 7, 2015</i>		Cash Box Ending Date: <i>Saturday, September 12, 2015</i>		
TOTAL AMOUNT OF WRAPPED COINS	TOTAL	TOTAL	TOTAL	

Cash Box #	Pennies	Nickels	Dimes	Quarters	Half-Dollars	One Dollars Coins	Excess Coins	Paper Currency	TOTAL	Counterfeit or foreign instruments and objects
871 A	.50	2.00	5.00	10.00	10.00	25.00	4.32	3.00	59.82	2 tokens
872 B	2.00	8.00	15.00	30.00	0	0	2.10	6.00	63.10	1 silver button the size of a quarter
873 A	6.00	10.00	10.00	20.00	0	0	3.33	8.00	57.33	
Total	8.50	20.00	30.00	60.00	10.00	25.00	9.75	17.00	180.25	

Monies counted by:

HCT Staff Person: _____ Date: _____

Monies/Process verified by:

HCT Staff Person: _____ Date: _____

- Follow standard Heritage deposit procedures
- Empty cash vaults/cash boxes are returned to p.r.n. the following day
 - If a holiday occurs on this day, the cash vaults are returned to p.r.n. on the following business day.

Internal Process and Staff Assignments for Vaults and Coin Deposits

- **Vault Pick Up from p.r.n.:** The Facilities Manager picks up on Monday of each week. Vaults are picked up by 10:00 AM at p.r.n. Vaults are taken directly to Heritage and given to Transportation Manager to be locked in drawer. Should Facilities not be available, the Office Manager and Transportation Manager would be notified and an authorized staff member will pick up the vaults in place of the Facilities Manager.
- **Vault Drop Off to p.r.n.:** Facilities will deliver the empty vaults to p.r.n. by 4:30 PM, Tuesday, the following day from pick up. In this case, vaults must be at p.r.n. no later than Wednesday based on the expectations of p.r.n. Should Facilities not be available, the Office Manager and Transportation Manager would be notified and an authorized staff member will drop off the vaults in place of the Facilities Manager.
- **Coin Deposit:** The Facilities Manager accompanies Transportation Manager to the bank to deposit coins. Should Facilities Manager not be available, the Office Manager and Transportation Manager would be notified and an authorized staff member will accompany Transportation Manager to drop off the vaults in place of the Facilities Manager.

- **Authorized Staff:** Staff members authorized to pick up vaults at p.r.n, drop off vaults to p.r.n. as well as accompany Transportation Manager to make the coin deposit are as follows:
 - Transportation Manager
 - Facilities Manager
 - Executive Assistant/Office Manager as First Backup
 - Director of Development as Second Backup

Reconciliation

- ACCESS Shuttle reports detailed ridership by day, fare type, route, van and cash vault/cash box. The fare types are as follows:
 - Full Fare (ages 12 and older)
 - Half-fare
 - Children ages 6 to 11
 - Seniors (with valid fare instrument – ages 65 and older)
 - No Fare/Free Fare
 - Number of Cards Scanned
 - Total Number of Riders
- ACCESS Shuttle Reports provide a weekly report that contains the passenger counts by fare type, van number, and cash vault/cash box.
- HCT compares the Shuttle Report Totals to the Weekly Cash Box Report
- Variances are reviewed weekly and discussed with ACCESS and if necessary, an action plan are developed to address variances.