I. Public Comment:

II. Action Items:
   1. Approval of Minutes from the March 13, 2019 Finance, Audit and Administration Committee Meeting.
   2. Approval of a resolution authorizing the President/CEO, or his designee, to finalize and execute a contract with ________________ for On-Site Business Center Services for a base period of three years and an option period of three years in an amount not to exceed ____________________.

III. Presentations:
   1. FY2018 Financial Audit
   2. Internal Audit Update on FY2019 Audit Plan Status
   3. Internal Audit Genfare Cash and Ticket Controls Audit Report

IV. Items for Future Discussion:

V. Adjournment

ADA Compliance

Reasonable modifications and equal access to communications are provided upon request. Please call (512) 369-6040 or email ed.easton@capmetro.org if you need more information.

Committee Members: Terry Mitchell, Chair; Eric Stratton, Wade Cooper and Pio Renteria.
The Board of Directors may go into closed session under the Texas Open Meetings Act. In accordance with Texas Government Code, Section 551.071, consultation with attorney for any legal issues, under Section 551.072 for real property issues; under Section 551.074 for personnel matters, or under Section 551.076, for deliberation regarding the deployment or implementation of security personnel or devices; arising regarding any item listed on this agenda.
Approval of Minutes from the March 13, 2019 Finance, Audit and Administration Committee Meeting.
I. Public Comment:
There was no public comment this month.

II. Action Items:
1. Approval of Minutes from the February 11, 2019 Finance, Audit and Administration Committee Meeting.
   Motion by Board member Cooper to approve. Stratton second. Approved 3-0 (Renteria out).

2. Approval of a resolution authorizing the President & CEO, or his designee, to execute a task order contract with Four Nines Technologies to provide Fare Collection Consulting Services for a base period of five years in an amount not to exceed $950,000.
   Chief Financial Officer Reinet Marneweck presented this item.
   This would be a task order contract, to support our fare systems replacement strategy. This consultant will assist with some of the details of the new system, which will help make the customer experience better and help reduce the costs of fare collection.
   Board member Stratton asked if the consultants will be project managing the conversion to the new system. Reinet explained the Capital Metro staff will still be managing the changeover, but the consultants will be bringing valuable experience from other cities to supplement the strategy.
   Motion by Board member Stratton to recommend for the Consent Agenda at the full board. Cooper second. Approved 3-0 (Renteria out).

III. Presentations:
1. Internal Audit Update on FY2019 Audit Plan Status
   Vice President of Internal Audit Terry Follmer presented the update.
   Terry reported that he has recently filled a vacancy on his staff. Sarah Dagle will start as our new auditor on March 25. She is a certified internal auditor and has 11 years of professional experience. Terry's UT Intern team has also begun work on their spring projects.
   Terry also presented an FAA charter checklist that he hopes will assist in scheduling audits and presentations. He has done this in other organizations and found it helpful.
   Terry suggested that insurance might be an area for the committee to get an update on,
perhaps as early as the April or May meeting. Capital Metro’s DBE program is another area that will be added to a future agenda.

Terry also briefly reviewed the results of a recent risk assessment survey of board members and senior staff. Committee members and President Clarke had a discussion of a few of the items of note on the survey. Terry offered to come back to the committee with further information on any of the items. Chair Mitchell suggested that the committee start taking one or two of the items each month for further discussion.

IV. Items for Future Discussion:

V. Adjournment

Adjourn: 12:31 p.m.

ADA Compliance

Reasonable modifications and equal access to communications are provided upon request. Please call (512) 369-6040 or email ed.easton@capmetro.org if you need more information.

Committee Members: Terry Mitchell, Chair; Wade Cooper, Eric Stratton, and Pio Renteria.
Approval of a resolution authorizing the President/CEO, or his designee, to finalize and execute a contract with ________________ for On-Site Business Center Services for a base period of three years and an option period of three years in an amount not to exceed ____________________.
SUBJECT:
Approval of a resolution authorizing the President & CEO, or his designee, to finalize and execute a contract with ________________ for On-Site Business Center Services for a base period of three years and three one-year option periods in an amount not to exceed _________________.

FISCAL IMPACT:
Funding for this action is available in the FY2019 Operating Budget.

STRATEGIC PLAN:
2. Engaged Workforce

STRATEGIC OBJECTIVES:
2.1 Staff Engagement
2.2 Staff Satisfaction

EXPLANATION OF STRATEGIC ALIGNMENT:
Support through a productive business center provides essential services to employees to accomplish daily tasks such as printing, copying, document assembly and mail delivery.

BUSINESS CASE:
Capital Metro has conducted a cost/benefit analysis on the alternative of performing the services currently provided through the on-site business center with directly employed staff as an alternative to contracting for these services. As a result of the analysis, it is recommended that we continue to contract for the business center operations to a company that specializes in business services rather than hiring additional direct staff to perform these functions. The direct costs of salaries and benefits for staffing the business center with Capital Metro staff is projected to be similar to the staffing costs of the recommended contractor over the term of the contract. However, there are benefits of a turnkey operation for these support services that led to the recommendation to continue with the contract solution:

- On-site employees who are familiar with the leased equipment are trained by the equipment provider to troubleshoot issues;
- flexibility to supplement staff during high demand times or employee absences;
- management and oversight by experienced business center professionals.

COMMITTEE RECOMMENDATION:
This agenda item was presented and recommended for approval by the Finance, Audit and Administration Committee on April 10, 2019.
EXECUTIVE SUMMARY:
The proposed contract with __________ is for a three-year base period with three one-year option periods for a total not to exceed amount of $___________. The services to be provided under the contract include: lease of business center and self-service copiers and printers, staffing of the business center to perform printing, copying, scanning, document assembly, mail delivery services, delivery of lost and found items to the Transit Store, and management of ad hoc courier services.

DBE/SBE PARTICIPATION: No SBE goal is assigned to this procurement. The SBE participation is encouraged.

PROCUREMENT: On January 7, 2019, a Request for Proposals was issued and formally advertised. By the closing date of February 8, 2019, three (3) proposals were received. The evaluation team used the following factors in the evaluation of proposals:

(1) The offeror’s proposed plan for the performance of the work and the technical approach proposed by the offeror.

(2) Capabilities of the proposed project personnel on projects of a similar size, scope, complexity and nature.

(3) The offeror’s demonstrated technical background, past performance and relevant work experience on projects of a similar size, scope, complexity and nature.

The proposal from __________ was determined to be the best value to the Authority, price and other factors considered. The contract is a fixed price contract. The term of the Contract is a base period of three years and an option period of three years, for pricing offered as follows.

<p>| | | |</p>
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RESPONSIBLE DEPARTMENT: Human Resources
RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS

STATE OF TEXAS
COUNTY OF TRAVIS

RESOLUTION (ID # AI-2019-993)
Contract for Business Center Services

WHEREAS, the Capital Metro Metropolitan Transportation Authority Board of Directors and Capital Metro management recognize the need for continuation of business center services.

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that the President & CEO, or his designee, is authorized to finalize and execute a contract with ____________ for On-Site Business Center Services for a base period of three years and three one-year option periods in an amount not to exceed ____________________.

________________________
Date: April 22, 2019
Secretary of the Board
Eric Stratton
TITLE: FY2018 Financial Audit
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY

Presentation to the Finance, Audit and Administration Committee

Audit for the Year Ended September 30, 2018
Agenda

• Scope of Services
• Audit Overview
  - Financial Statement Audit Results
  - Federal and State Compliance Audit Results
• Required Auditor Communications
• Certificate of Achievement for Excellence in Financial Reporting
Scope of Services

• We were engaged by Capital Metro to:
  ● Perform the audit of the Financial Statements prepared by Capital Metro staff in accordance with generally accepted government accounting principles
  ● Perform the audit of Federal and State Awards and report on internal controls over financial reporting, tests of compliance for major programs and the Texas Public Funds Investment Act
  ● Perform the required National Transit Database “NTD” agreed-upon procedures as required by FTA’s 2018 NTD Policy Manual
  ● Perform the audit of the Financial Statements of the Defined Benefit and Defined Contribution Plan
Audit Overview

• Financial Statement Audit Scope
  • Financial statements are prepared by management
  • Our procedures include
    • Examining evidence supporting amounts and disclosures on a test basis
    • Assessing internal control structure for purposes of auditing the financial statements, but not for providing an opinion on internal control
    • Assessing accounting principles, significant estimates made by management, and disclosures in the financial statements

• Financial Statement Audit Results
  • Opinion on the financial statements: Unmodified
  • Opinion on the financial statements of the Defined Benefit Plan and Defined Contribution Plan: Unmodified
  • No significant deficiencies in internal control were reported
Audit Overview - continued

- Federal and State Compliance Audit Results
  - Report on State Compliance Audit: **Required in 2018.**
    - Texas Mobility Fund
  - Report on Federal Compliance Audit: **Required in 2018.**
    - Federal Transit Cluster
    - Positive Train Control Grant
  - Report on compliance for each major program: **Unmodified - No Findings Reported**
  - Report on internal control over compliance with laws, regulations, contracts and grant agreements, and other matters for each major program and the Public Funds Investment Act – **No Findings Reported**
Required Communications

- **Management’s Responsibilities**
  - Preparing and fairly presenting the financial statements in conformity with accounting principles generally accepted in the USA.
  - Establishing and maintaining effective internal controls
  - Adopting and following industry standard accounting policies
  - Identifying and confirming that Capital Metro complies with laws and regulations related to its activities

- **Committee’s Responsibilities**
  - Oversight of financial reporting process
  - Setting an appropriate tone for creating a culture of high ethical standards surrounding financial reporting and compliance
**Required Communications - continued**

- **Significant Accounting Policies**
  - Capital Metro follows Government Accounting Standards Board ("GASB") accounting standards.
  - There were no changes in accounting policies previously used or significant changes in required disclosures.
  - There were no accounting policies in controversial or emerging areas where there is a lack of authoritative guidance or consensus.
Required Communications - continued

- Significant Accounting Estimates and Disclosures
  - Significant estimates
    - Fair value of investments
    - Fuel hedge valuation
    - Estimated useful lives of capital assets which impacts depreciation expense
    - Pension plan expense and related liabilities
    - Other Post-Employment Benefits expense and related liabilities
  - Significant financial statement disclosures
    - Investments
    - Fuel hedging
    - Pension expense and net pension liability
    - Other Post-Employment Benefits expense and related liabilities
Required Communications - continued

• Significant difficulties encountered during the audit – none

• Uncorrected and corrected misstatements
  • Uncorrected misstatements – none
  • Corrected misstatements – none

• Disagreements with management – none

• Management’s consultations with other accountants – none

• Other significant findings or issues – none

• Received standard representation letter from management
Certificate of Achievement for Excellence in Financial Reporting

• The Comprehensive Annual Financial Report (CAFR) is a comprehensive disclosure document that communicates information to an audience including citizens, rating agencies, investors, regulatory bodies, insurance companies, etc.
  • Our responsibility is on our opinion on the financial statements.
  • However, we read the other information in the CAFR to make sure it is not inconsistent with the financial statements.

• Capital Metro submitted the 2018 CAFR to the Government Finance Officers Association (GFOA) for an additional quality review. Capital Metro has received the Certificate of Achievement for Excellence in Financial Reporting in the past and expects to receive the award for the 2018 CAFR.
QUESTIONS AND ANSWERS?
TITLE: Internal Audit Update on FY2019 Audit Plan Status
TITLE: Internal Audit Genfare Cash and Ticket Controls Audit Report
Terry Follmer, VP of Internal Audit

Distribution List:
Capital Metro Board of Directors
Randy Clarke, President and CEO
Elaine Timbes, Deputy Chief Executive Officer and Chief Operating Officer
Kerri Butcher, EVP, Chief Counsel & Chief of Staff
Donna Simmons, EVP, Administration & EEO Officer
Todd Hemingson, EVP, Strategic Planning & Development
Reinet Marneweck, EVP, Chief Financial Officer
Dottie Watkins, VP, Bus Operations
David Dech, VP, Rail Operations
Ken Cartwright, VP, Capital Projects
Jane Schroter, Interim VP, Chief Information Officer
Shanea Davis, VP, Real Estate, Property & Asset Management
Chad Ballentine, VP, Paratransit & Innovative Mobility Solutions
Brian Carter, VP, Marketing and Communications
Gardner Tabon, VP, Safety, Risk Management, and Accessible Services
Muhammad Abdullah, Director Procurement
Lea Sandoz, Controller
Rafael Villarreal Jr., Director of Contract Oversight – Bus and Paratransit Services
Andrew Murphy, Manager, Maintenance Standards and Projects
Darryl Jamail, Director of Security
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EXECUTIVE SUMMARY

As part of our FY2018-2019 Audit Plan approved by the Capital Metro Board, we performed an audit of the Genfare System to determine whether internal controls are sufficient to prevent and detect errors and/or irregularities in the Genfare System cash and ticket transactions. The last audit of this area was called Treasury and Fare Revenue issued in April 2015 which reviewed all fare systems (e.g bus, paratransit, rail). This year’s audit had a more narrow focus with a deeper review of the internal controls related to the Genfare systems cash and ticket controls on buses. The audit results including the objective, scope, and conclusion are as follows.

Background

In 2005, Capital Metro implemented the automated fare collection system called Genfare used on the bus fleet. Genfare is a division of SPX and one of the leaders in the fare collection solutions industry for over 30 years. Each bus is equipped with a Genfare farebox and operator control unit that is located by the bus operator and the farebox collects cash and tracks different fare types. Cap Metro has a total of 423 revenue buses which includes 258 at 2910 Each 5th Street, and 165 buses at 9315 McNeil Road. A bus in revenue service is probed upon entering the yard and the Genfare cashbox inside the farebox is released and vaulted to the mobile Genfare revenue vault. During this probing process, data is transmitted to the central Genfare System containing the bus’ revenue, ridership, bill and coin counts, etc. for the day. See Exhibit A and B for a listing of Genfare Assets and how they interact with each other.

The Finance Department is the business owner responsible for the Genfare System and is currently on version 2.05.09. The Finance Department works closely with Bus Operations and IT Departments if data and systems look unusual. Each month the Genfare System collects an average of $400,000 in cash with approximately 1.8 million riders. Each day the Finance Department reconciles the Farebox revenue by comparing the physical treasury cash count to the Bin Removal Report (Genfare cash report) and there have been minimal differences. In addition, there are various Genfare reports that should be monitored in order to understand ridership activity, cash, ticket sales, driver overrides, etc. See Exhibit C for a list of reports available.

Ridership is captured by two different systems through the Automatic Passenger Counter (APC) system and the Genfare System. The APC system uses smart motion sensors to capture each passenger entering/exiting the bus and is considered the most accurate ridership data which is used for NTD reporting. The Genfare ridership data is collected manually based upon data keyed by the bus operator or customer scanning their ticket in the farebox. The Genfare System is subject to human error because it requires human interaction with the Genfare system to record any activity. One of the key functions of the automated APC software is to merge the SmartSensor APC ridership data with GPS, time/date info and is used by the Planning Department in the evaluation of routes, blocks, trips, timepoints, and stops.
Audit Objective & Scope
The primary objective of this audit is to determine whether internal controls are sufficient to prevent and detect errors and/or irregularities in the Genfare System cash and ticket transactions. Additionally, we checked current controls related to the APC System ridership count to see what compensating controls are in place to help validate that the Genfare System and bus operators are properly accounting for all passengers. The audit scope includes review of systems and procedures for the passenger fare collection and processing cycles. It included reviewing Genfare reports, reviews, and documents from for the period of October 2018 through February 2019. We observed the following processes: probing of buses including vaulting of the cashboxes, the treasury process of counting of funds and emptying the bin, QA audits completed, and various Genfare daily summary and security reports. In addition, we compared ridership from automatic passenger count (APC) to Genfare Ridership to identify anomalies within driver, bus and route.

Opinion
The Genfare System is a very sophisticated and mature system with lots of internal control reports focused on cash, tickets and ridership data. We noted that the Finance Department has not established written standard operating procedures (SOP) covering the usage and management of the Genfare system. Internal controls can be improved by establishing SOP and monitoring variances for the following areas:

- Driver Overrides Report not monitored (aka Driver Key Report) by Driver and Route.
- Bypass usage by driver should be monitored because coins received is not counted by Genfare when in bypass mode.
- Variances between Farebox ticket sales plus Single Rides versus Cash collected by Driver/Route.
- Cashbox Key & Inventory of Genfare Assets (e.g. Cashbox, Farebox, Cashbox/Bullet Key, Jumper Key that clears memory, etc.).

Additionally, we believe internal controls can be further strengthened through the following:

- Changing the Cashbox Keys (aka Bullet Keys) and locks at 2910 which have never been changed since the 2005 Genfare implementation, and at North Ops which was last changed in 2012. Although there have been no issues, changing the locks/keys is a proactive action that helps reduce the risk.
- Explore opportunities to reduce operator overrides (see audit issue # 5).
- WIFI transmission from bus to Genfare server for data instead of IR Probe.

In general, developing SOP is one of our primary audit findings. The detailed audit report that follows provides more context and understanding on the audit opinion and recommendations above.

This audit was conducted in accordance with US Government Accountability Office’s Generally Accepted Government Auditing Standards (GAGAS) and the Institute of Internal
Auditor’s International Standards for the Professional Practice of Internal Auditing. These standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objective. We believe the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives. The audit was conducted by the following staff members in the Capital Metro Internal Audit Department:

- Jeannette Lepe, Internal Auditor II (Project Lead)
- Terry Follmer, VP of Internal Audit

Recommendations to strengthen controls and improve accountability were provided to management. Management agrees with the internal audit recommendations and has provided target completion dates which are included in the detailed audit report below. A follow-up audit is performed semi-annually (i.e. May and November) to ensure management action plans for all issued audit reports are completed timely.

We appreciate the cooperation and assistance provided to us throughout this audit.
1. **DRIVER OVERRIDES & BYPASS NOT MONITORED**

The Bus Operators have the ability to issue override passes in the Farebox System for a variety of reasons (e.g. discounted fares, free fares, change fare type, etc.). The Genfare system has special keys the Operator hits to capture the reason for the overrides, but there is no process in place to monitor usage by driver and route. We reviewed the Override Report (aka Driver Key Report) and noted the number of overrides varied greatly for some bus operators but no one was monitoring or investigating. Bus operators with higher override rates can be an indicator of many type of problems (e.g. improper training, fare evasion, ticket fraud, Genfare System issues, etc.), however these issues will not be prevented and detected unless someone is monitoring. Similarly, we noted that the Bypass Report is not being monitored. Depending on the circumstances, sometimes the situation will need to be given to Bus Operations to investigate.

<table>
<thead>
<tr>
<th>Issues &amp; Risk</th>
<th>Recommendation</th>
<th>Management Action Plan</th>
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<tbody>
<tr>
<td>1. <strong>DRIVER OVERRIDES &amp; BYPASS NOT MONITORED</strong></td>
<td>The Controller and VP of Bus Operations should consider the following:</td>
<td>Management agrees with the recommendation and will remedy this issue.</td>
</tr>
<tr>
<td></td>
<td>a) Developing written standard operating procedures (SOP) covering the monitoring</td>
<td><strong>Target Completion Date</strong>: June 30, 2019</td>
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<tr>
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<td>of overrides and bypass.</td>
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<td></td>
<td>b) The SOP should state the cadence as to how often the override and bypass</td>
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<td>review is performed as well as establish tolerance levels to identify outliers.</td>
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<td>c) Overrides outside of tolerance levels or that look suspicious should be</td>
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<tr>
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<td>reported to Bus Operations Department. Their investigation results should be</td>
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<td></td>
<td>reported back to Finance together with any action plans to remediate.</td>
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</table>
### Issues & Risk

2. **COMPARE GENFARE TICKET SALES TO CASH**
   
   The Genfare System counts the cash collected on each bus and Finance reconciles this daily to the physical cash count performed by Treasury. While this process is working well with very low variances, we noted that the monthly reconciliation for Tickets sold to cash was not calculating the maximum potential cash collection possible based on transactions captured by the Farebox. Under the current reconciliation process all day pass overrides are not being accounted for. Such an analysis will identify collection rate by driver and route, however this analysis is not currently being performed. Monitoring this variance by driver and route will help in preventing and detecting issues such as improper training, fare evasion, ticket fraud, Genfare System issues, etc.

### Recommendation

The Controller and Manager of Revenue should consider the following:

- **a)** Developing written standard operating procedures (SOP) covering the reconciliation and variance analysis related to farebox tickets and cash.
- **b)** The SOP should state the cadence as to how often the review is performed as well as establish tolerance levels to identify outliers.
- **c)** Ticket to cash variances outside tolerance levels are researched with action plans to remediate as applicable.

### Management Action Plan

Management agrees with the recommendation and will remedy this issue. A ticket to cash reconciliation method will need to be developed.

**Target Completion Date:** September 30, 2019
### Issues & Risk

#### 3. CASHBOX KEY & INVENTORY OF GENFARE ASSETS

The Cashbox is a solid metal box that has one door which can only be opened using a Cashbox Key (aka Bullet Key). Audit identified that cashboxes are not physically inventoried, and cashboxes may be rebuilt by maintenance, elevating a level of risk in the Genfare System as the system may erroneously create a cashbox number. During our audit, a cashbox changed its number in the GFI system four different times, and it took a total of two days to find the error. Additionally, our review of the cashboxes identified that the serial numbers engraved on the handle have worn off on some cashboxes and are not legible. Furthermore, we identified two cashboxes whereby the serial number engraved on the Cashbox handle did not match the serial number saved on the cashbox’s electronic chip.

### Recommendation

The CFO and the VP of Bus Operations should consider:

- Develop a process to inventory cashboxes periodically to ensure missing assets are identified and investigated, and asset records (e.g. Cashboxes, keys, etc.) in the Genfare System and elsewhere are updated.
- During the physical inventory of the cashboxes ensure the serial number engraved on the cashbox handle matches the serial number saved to the electronic cashbox chip.
- If the engraved cashbox handle serial number has worn off, either re-engrave with a unique number or dispose of the handle and update the Genfare system records.

### Management Action Plan

Management agrees with the recommendation and will remedy this issue.

**Target Completion Date:** September 30, 2019
### Issues & Risk

4. **TREASURY CONTROLS**
The daily treasury cash counts cash are intended to be “blind counts”, meaning they don’t know how much cash was counted by the Genfare farebox readers and vaulted to the Genfare vault for the day. We reviewed Genfare System access to see if anyone from Treasury could view the Genfare Revenue report and noted the Treasury Supervisor can see this data. We don’t view this as a high risk because the Treasury Supervisor has staff under her who count the cash and there are always two individuals present during cash counts and the Treasury room activity is videotaped. However, to improve segregation of duties it will be necessary to remove the Treasury Supervisor’s access to the Genfare cash reports.

### Recommendation

The Controller and Manager of Revenue should consider eliminating the Treasury Supervisors access to the Genfare report that shows the cash count calculated by Genfare System.

### Management Action Plan

Management implemented the recommendation. No further action is needed.
### Issues & Risk

5. **OPPORTUNITIES TO REDUCE THE NUMBER OF FARE OVERRIDES**

To provide efficiency in the Farebox process the default fare on the buses is set to a Single Ride fare of $1.25. If a passenger does not tell the bus operator that they want a different fare than Single Ride before placing money in the farebox, the bus operator must override the transaction to change to the requested fare. As noted in several audit issues above, no one has been monitoring override usage. Additionally, we believe that the number of overrides could be reduced by taking the following actions:

- Adding passenger instructions at the top of each bus farebox stating “Please tell the driver what type of fare type you want”.
- Audio public message on bus training passengers on what to tell the bus operators
- Adding video on website training passengers how to communicate with bus operator regarding type of fare desired.

### Recommendation

The VP of Bus Operations, VP of Marketing, and the EVP of Planning & Strategy should consider developing a public information campaign to train customers on fare selection and cash payment process using multiple media types (e.g. sticker on farebox; audio public message on bus; website video, etc.). These actions may help in reducing the number of driver overrides on ticket fares.

### Management Action Plan

Management agrees with the recommendations.

**Target Completion Date:** September 30, 2019
Exhibit A: “GFI DATA SYSTEM- CASHBOX I.D. (Mobile Bin)”
### Exhibit B: Genfare Components and Definitions

**Glossary of General Terms**

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
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<tr>
<td>Bin I.D.</td>
<td>An electronic feature for tracking a mobile bin being inserted or removed from a vault housing.</td>
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<tr>
<td>Cashbox</td>
<td>Secured in the lower portion of the farebox, it maintains separate revenue collections for coins and bills.</td>
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<tr>
<td>Coin Bypass Mode</td>
<td>A limited mode of operation, it allows coins to be collected by the farebox during a coin-processing malfunction. Note when activated, coins are collected but not electronically counted. Bills, however, are still collected and counted.</td>
</tr>
<tr>
<td>Excessive Route/Run</td>
<td>Recorded when a farebox exceeds its maximum capability of storing 100-250 records. Note detailed data records and alarm records may be lost.</td>
</tr>
<tr>
<td>Farebox</td>
<td>An electronic registering device used to collect and store fare media.</td>
</tr>
<tr>
<td>Key Counts</td>
<td>An accumulated total corresponding to each farebox key pressed to classify fare or ridership.</td>
</tr>
<tr>
<td>Memory Clear</td>
<td>Recorded when farebox data is intentionally cleared, or when data is lost.</td>
</tr>
<tr>
<td>Mobile Bin</td>
<td>Secured inside vault housing, this transportable locked unit stores collected revenue from cashboxes in separate coin and bill compartments.</td>
</tr>
<tr>
<td>Portable Key</td>
<td>An electronic device capable of unlocking a farebox to access cashbox. No data interchange takes place.</td>
</tr>
<tr>
<td>Probing</td>
<td>Using a data probe to optically transmit data between the farebox and the data system. Performed at the revenue island, it allows cashbox processing from farebox to receiver.</td>
</tr>
<tr>
<td>Receiver</td>
<td>A unit attached to the vault housing used to securely process revenue from a cashbox into a mobile bin.</td>
</tr>
<tr>
<td>Transit Day</td>
<td>Currently defined to include all farebox probings from 4:30 a.m. on one day to 4:30 a.m. the following day. Daily reports include data correlating to this time frame.</td>
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<td>TTP (tickets, tokens, and passes)</td>
<td>An accumulated total of each register corresponding to the various types of tickets, tokens, and magnetic passes processed by the farebox.</td>
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<tr>
<td>Vault</td>
<td>A stationary unit located at the revenue island that houses a mobile bin.</td>
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<tr>
<td>Vaulted</td>
<td>The process when a cashbox is removed from a farebox after probing and is placed into a receiver where revenue is transferred into a mobile bin.</td>
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Exhibit C: Genfare Reports Available

Please reference page 11 of the Network Manager Manual

1. Quick Start Guide

This Quick Start Guide has 14 steps that help you:

- **Analyze** basic revenue data
- **Fix** erroneous driver input
- **Generate reports** on basic revenue and ridership

**NOTE:** We recommend printing report Steps 1-4 daily (Monday through Friday). Steps 1-4 are for preparing data for ridership reports/statistics. Remember you are always generating yesterday’s data in the reports. So, on Monday, be sure to generate report for: Friday, Saturday, and Sunday. Other Steps (5-14) are optional, when needed.

The 14 reports are described briefly in this Quick Start Guide. For report details, see reference (to each section in this manual). From the main menu (shown below) of the Network Manager (or Data System) screen, you'll run the following reports.

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**REPORT LOCATIONS IN 3 SEPARATE PULL-DOWN MENUS**
GENFARE CASH AND TICKET CONTROLS AUDIT

JEANNETTE LEPE, CGAP
SENIOR AUDITOR
GENFARE DATA SYSTEM

[Diagram of Genfare Data System - Cashbox LD. (Mobile Bin)]
FAREBOX AND OPERATOR CONTROL UNIT
CASHBOX AND VAULT
PROBE STATION AND VAULT

• CMTA YARD -2019
REPORT LOCATIONS IN 3 SEPARATE PULL-DOWN MENUS
AUDIT ISSUES AND RISK

1. Driver Overrides and Bypass not Monitored
2. Compare Genfare Ticket Sales to Cash
3. Cashbox Key and Inventory of Genfare Assets
4. Treasury Controls Access
5. Opportunities to Reduce the Number of Fare Overrides

Management agrees with the internal audit recommendation and has provided target completion dates which are included in the report.
Questions?