



**LOS ANGELES COUNTY  
METROPOLITAN TRANSPORTATION  
AUTHORITY**

**REVENUE COLLECTION  
REGULATIONS, ROLES, AND RESPONSIBILITIES**

**REVENUE DEPARTMENT  
April 1997**

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**RECORD OF REVIEW**

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**RECORD OF CHANGES**

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The Revenue Department wishes to extend appreciation to the members of the Revenue Procedures Committee for their months of dedicated hard work updating and revising the former manual to result in this Revenue Collection Manual:

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## 1.0 INTRODUCTION

### 1.1 ACRONYMS USED IN THIS MANUAL

BO	Bad Order (i.e., defective/malfunctioning)
CCCO	Central Cash Counting Office
CCF	Central Control Facility
CCTV	Closed Circuit Television
CMOS	Complimentary Metal Oxide Semiconductors
DCRE	Data Collection and Reporting Equipment
EFCS	Electronic Fare Collection System
ETEL	Emergency Passenger Telephone
FCS	Fare Collection System
GFI	Genfare, Inc.
ID	Identification
ITS	Information and Technology Services
MAINT	Maintenance
MS	Mobile Safe
MTA	Metropolitan Transportation Authority (Los Angeles County)
MTO	Master Terminal Operator
OPS	Operations
PMP	Preventive Maintenance Program
PN	Part Number
PTEL	Passenger Telephone
REM	Revenue Equipment Maintenance
RMT	Revenue Maintenance Technician
RMS	Revenue Maintenance Supervisor
SCADA	Supervision Control and Data Acquisition
TOS	Transit Operations Supervisor
TVM	Ticket Vending Machine
USG	Union Station Gateway
VMS	Vehicle Maintenance System



## 1.2 PURPOSE OF THIS MANUAL

This Revenue Collection Manual prescribes the protection and security of the revenue collection process and the safeguarding of MTA revenue through the following:

- MTA field revenue collection regulations
- the roles in the revenue collection process
- the responsibilities associated with each role.

## 1.3 APPLICABILITY

This Manual applies to the revenue collection process in the field at the Divisions (**attachment #1**) and Rail Stations. This Manual does not apply to related activities within the Central Cash Counting Office, Vernon Yard, the Regional Rebuild Center, or other MTA-associated offices. This Manual supersedes all previous revenue collection manuals and regulations. This Manual shall be reviewed for necessary changes every six months.

**The regulations and responsibilities in this Manual are stringent and are to be taken seriously. Violation of or failure to comply with the regulations and responsibilities in this Manual, by any MTA employee or any contracted vendor, shall be cause for disciplinary action up to and including termination of employment or termination of the service contract.**

An employee who does not understand the contents of this Manual shall ask his/her immediate Supervisor or the appropriate department head for clarification.

## 1.4 ACCESS BY OFFICE OF THE INSPECTOR GENERAL

Authorized representatives from the Office of the Inspector General shall have continuing unannounced access to all revenue facilities covered by this Manual.

## **2.0 REGULATIONS SUMMARY**

The following sections provide a summary of the regulations prescribed throughout this Manual to ensure the security of the EFCS and the MTA revenue collection process. Regulations regarding EFCS keys are itemized separately in section 3.

### **2.1 GENERAL REGULATIONS SUMMARY**

- 2.1.1 Theft of MTA revenue shall be prosecuted to the full extent of the law. Conviction may result in fines or imprisonment or both. An employee convicted of such theft shall also be subject to disciplinary action up to and including termination of employment.
- 2.1.2 All personnel directly involved with or affected by the contents of this Manual shall sign a statement that he/she has received a copy of this Manual and has read and understands its contents.
- 2.1.3 An employee violating the regulations in this Manual shall be subject to disciplinary action up to and including termination of employment.
- 2.1.4 All forms and documents referenced in this Manual shall be retained according to the MTA Records Retention Schedule.
- 2.1.5 All bus fareboxes shall be probed and vaulted at the same time immediately upon the bus entering Division property except for a bus with an assigned layover in the yard. A layover bus need not be probed or vaulted until its service run is completed.
- 2.1.6 A farebox shall never be probed without also being vaulted.
- 2.1.7 A bus with a B.O. (defective) farebox shall not be placed in service and shall be placed and secured in the B.O. farebox lane until Revenue Equipment Maintenance corrects the problem.
- 2.1.8 All equipment shall be handled with care to prevent damage to cashboxes, fareboxes, receiver vaults, mobile safes, and TVMs. Mishandling or abuse of equipment may result in disciplinary action up to and including termination.

- 2.1.9 Farebox covers shall be properly installed any time that the farebox is, or may be, exposed to dust, dirt, water, or chemicals. Examples include, but are not limited to, blowing out a bus interior or cleaning it with water, dust or dirt producing mechanical or autobody work in the shop, when a bus is being sent to the Regional Rebuild Center, and any time a bus is held in a Division yard for extended periods awaiting maintenance or parts.
- 2.1.10 All damaged/defective/malfunctioning receiver vaults, mobile safes, fareboxes, cashboxes, keys, locks, and vault houses shall be immediately reported to the Division's Supervisor.
- 2.1.11 All exposed or found media shall be immediately placed in the overflow farebox in the vault house and all damaged media that may jam the electronic farebox shall be immediately placed in a VP 3157 envelope (PN 03118-09180) and put in the dropbox on the cashbox locker in the vault house.

## **2.2 ATTIRE REGULATIONS SUMMARY**

- 2.2.1 Vaulters shall wear over all personal clothing, only when vaulting, MTA-issued Vaulter's pocketless red coveralls and prescribed reflective orange vests over coveralls. In wet/cold conditions, Vaulters shall wear the prescribed orange rain suit over the red coveralls.
- 2.2.2 Mechanics shall wear the prescribed reflective orange vests while working on fareboxes.
- 2.2.3 Technicians shall wear the prescribed departmental blue coveralls and reflective orange vests while performing repairs.

## **2.3 INVENTORY REGULATIONS SUMMARY**

- 2.3.1 An inventory by bus number of all cashboxes and fareboxes installed in buses shall be maintained (**attachments #4, #5, and #6**).
- 2.3.2 A daily inventory and current log of the spare farebox modules shall be maintained (**attachment #13**).

## 2.4 MAINTENANCE REGULATIONS SUMMARY

- 2.4.1 Equipment shall be handled with care and appropriate security precautions shall be taken during maintenance and repair activities.
- 2.4.2 Fareboxes shall be inspected as part of the bus preventive maintenance cycle and shall be repaired or maintained only in the designated B.O. farebox repair lane monitored by the Division Supervisor.
- 2.4.3 Farebox registers shall be checked before maintenance. If the register indicates revenue, the farebox shall be probed and vaulted immediately.
- 2.4.4 Only designated properly attired Revenue Maintenance Technicians shall unjam receiver vaults, and repair fareboxes, cashboxes, and receiver vaults.
- 2.4.5 Only Mechanics who are designated and properly attired shall perform farebox maintenance limited to unjamming modules and preventive maintenance inspections.
- 2.4.6 The daily computer maintenance report shall be reviewed by the Division Supervisor to ensure that fareboxes that exhibit "power low", "power zero", or excessive bill/coin unjam feature operation are checked on a nightly basis.
- 2.4.7 All preventive maintenance Farebox Supplemental Inspection Form/Farebox Inspection forms (**attachment #17**) shall be submitted monthly by the Division Supervisor to the Revenue Equipment Maintenance Repair Facility at Vernon Yard.
- 2.4.8 Replacement of defective components/parts with new components/parts shall be on a one-for-one basis only. All defective modules shall be delivered for repair/recycling to the Revenue Equipment Maintenance Repair Facility at Vernon Yard.
- 2.4.9 Envelopes containing revenues shall never be carried anywhere in the yard area.

## **2.5 MOBILE SAFE/RECEIVER VAULT REGULATIONS SUMMARY**

- 2.5.1 All receiver vaults and mobile safes shall be in operating condition or reported as needing repair to Revenue Equipment Maintenance.
- 2.5.2 Each receiver vault/mobile safe shall have a current properly completed Vault Sheet/Safe Manifest, form OPS-1, (**attachment #2**).
- 2.5.3 All mobile safes shall be properly signed for by the Vault Truck Operator and accounted for at all times by the CCCO Supervisor via the Mobile Safe Activity Log, form CCCO MS-1, (**attachment #14**).
- 2.5.4 All Mobile Safe Activity Log, form CCCO MS-1, (**attachment #14**) errors shall be corrected and initialed by the Vault Truck Operator and the Division Supervisor.
- 2.5.5 The maximum number of cashboxes dumped into any one mobile safe shall be 75 (seventy-five) to ensure that the weight of revenue is evenly distributed between all mobile safes.
- 2.5.6 Mobile safes shall not be left in the vault house outside of receiver vaults.
- 2.5.7 Receiver vaults shall be locked during non-vaulting periods with the DCRE Extension Probe Cable inside.

## **2.6 STORAGE REGULATIONS SUMMARY**

- 2.6.1 Each operating Division shall maintain a secure area for storage of revenue collection equipment and components. Access to such storage area shall be limited to authorized personnel. Revenue collection equipment and components shall be placed or stored only in such authorized area and shall not be stored in desks, toolboxes, storerooms, or any unauthorized room.
- 2.6.2 A bus with an unsecured farebox (unlocked lid, missing coin or bill modules, missing or unlocked cashbox, etc.) awaiting repair shall be stored only in the designated B.O. farebox lane, shall not be placed into or remain in service, and shall be monitored closely by Division supervision until repairs have been made.

## 2.7 VAULTING AREA REGULATIONS SUMMARY

- 2.7.1 A complete and updated copy of this Revenue Collection Manual shall be kept in the clearly marked red binder in each vault house.
- 2.7.2 An open vault house (unlocked doors, alarm not set, etc.) shall be attended at all times.
- 2.7.3 All vault houses shall have interior lights on 24 hours a day.
- 2.7.4 All vault houses shall be cleaned and in operating order daily.
- 2.7.5 No trash containers of any kind shall be present within 100 (one hundred) feet of any vaulting area, except for one clear plastic trash bag (PN 03107-11180) only during the a.m. pull-in hours.
- 2.7.6 All cashbox lockers shall be secured with a Division cashbox padlock at all times regardless of the contents of the locker.
- 2.7.7 A list of authorized Vaulters, Vault Truck Operators, Mechanics, and Technicians shall be posted in plain view at every vault house, updated every 90 (ninety) days, and a copy shall be provided to Transit Police.
- 2.7.8 All vault houses shall be locked, with alarm set, after the newly delivered empty mobile safes are secured in the receiver vaults and during non-vaulting periods.
- 2.7.9 Unauthorized personnel shall not be allowed to loiter in the vaulting area.

## **2.8 VAULTING OPERATION REGULATIONS SUMMARY**

- 2.8.1 A Daily Vaulting Checklist (**attachment #8**) shall be completed by a Supervisor on each shift that vaulting is accomplished. All problems discovered shall be followed up by appropriate personnel.
- 2.8.2 No personal belongings shall be present in the vaulting area including, but not limited to, food, cases or containers of any kind, paper sacks, tote bags, cleaning supplies, money, newspapers, reading material, tape of any kind, and tools (except the mobile safe compacting crank).
- 2.8.3 An employee shall commence vaulting only after being assigned to vaulting, properly attired, possessing no prohibited items, signing for the DCRE Extension Probe cable, and signing on to job code #2943.
- 2.8.4 During vaulting operations a two-way radio or telephone shall be available at the vaulting location to enable Vaulters to communicate with the dispatch center and Division maintenance office.
- 2.8.5 All personnel assigned to vaulting shall remain in the vaulting area or maintain visual contact with the interior of the vault house, unless personally relieved by the Supervisor or appointed relief Vaulter.
- 2.8.6 No unsecured farebox (unlocked lid, missing coin or bill modules, missing or unlocked cashbox, etc.) shall be placed into or remain in service for any reason. All buses with such fareboxes shall be placed in the designated B.O. farebox repair lane and secured until Revenue Equipment Maintenance corrects the problem.
- 2.8.7 A bus with a stuck cashbox shall be placed in the designated B.O. farebox repair lane and secured until an RMT extracts the cashbox.
- 2.8.8 A bus shall be allowed to depart from the vault house only after two quick beeps sound indicating that the cashbox is locked properly into the farebox. If the cashbox alarm sounds and cannot be reset/silenced, the bus shall not be released from the vaulting area.
- 2.8.9 At the end of the vaulting day, all buses that were not probed and vaulted shall be probed and vaulted before being returned to service.

2.8.10 A bus sprayed with fire extinguisher chemicals or water, thereby contaminating the farebox, shall not be probed or vaulted, and shall be reported to Revenue Equipment Maintenance. The bus shall be securely placed in the designated B.O. farebox repair lane until Revenue Equipment Maintenance replaces the farebox and extracts the cashbox.

2.8.11 The two vault houses shall be alternated daily; i.e., if vault house "A" is used one day, vault house "B" shall be used the next day.



### 3.0 EFCS KEYS: REGULATIONS

These regulations are prescribed to control access to revenue collection equipment: bus fareboxes, cashboxes, receiver vaults, mobile safes, and vault houses; and rail ticket vending machines, cashboxes, and hoppers.

### 3.1 GENERAL KEY USE AND STORAGE

3.1.1 The Division Supervisor shall safeguard all keys under his/her control.

3.1.2 EFCS keys shall never be unattended or placed in any drawer or unauthorized lockbox. EFCS keys shall never be issued to any person for any reason not prescribed in these Key Regulations.

3.1.3 EFCS keys shall be in usable condition or reported for replacement.

3.1.4 EFCS keys shall be issued only to authorized personnel and shall be properly signed out on the appropriate log at the beginning of each shift. Personnel signing out an EFCS key shall be 100% responsible for it. EFCS keys shall be signed back in at the end of each shift.

3.1.5 The Daily Farebox Key Log, form MAINT-27, (**attachment #9**) and the EFCS Daily Key Log, form OPS-3, (**attachments #10 and #11**) shall be used daily at all Operating Divisions. Logs kept in Division lockboxes shall be reviewed at random by the Transit Police Investigation Bureau Commander.

3.1.6 EFCS keys assigned to a Division or location shall never be transported to another Division or location except for authorized transport of the "D" key by vault truck escort Security Guards.

### 3.2 EFCS BUS OPERATIONS KEYS

- 3.2.1 "A" key: This key is the DCRE Extension Probe Cable and shall be locked in the top of the receiver vault when not in use. To receive this key, an employee assigned to vaulting shall complete the Daily Farebox Key Log, form Maint-27, (**attachment #9**) and job on to code #2943 on the VMS.
- 3.2.2 "B" key: Farebox Mechanics, RMTs, and Division Supervisors are the only personnel authorized to possess this key. This key shall be kept in secure lockboxes, requiring two separate keys for entry and access, located at each Division dispatch office and at the REM Repair Facility at Vernon Yard. An EFCS Daily Key Log, form OPS-3, (**attachment #10 and #11**) shall be kept on a clipboard with the lockbox and the "B" key shall be signed out and in by authorized maintenance personnel in the presence of the Supervisor appropriate to the location. When farebox repairs are actually performed at the Divisions, only the Division Supervisor shall sign out the "B" key to an authorized RMT. The "B" key shall never be "carried around" by anyone except the Supervisor who signed for it.
- 3.2.3 "C" key: Vaulters, RMTs, and Division Supervisors are the only personnel authorized to possess this key. This key shall be kept at each Division and at the REM Repair Facility at Vernon Yard in the same secure double lockboxes as the "B" key. The "C" key shall be signed out and in by the Division Supervisor on the EFCS Daily Key Log, form OPS-3, (**attachment #10**) which shall be kept on a clipboard with the lockbox.
- 3.2.4 "D" key: Vault Truck Operators, Security Guards, Transit Police, and RMTs are the only personnel authorized to possess this key. This key shall be kept in a secured alarmed lockbox and access shall require prior telephone Transit Police dispatch authorization. Sign in/out logs shall be kept and used with the "D" key. Operations Department employees shall never possess the "D" key.

- 3.2.5 "E" key: CCCO Personnel, Security Guards, Transit Police, and RMTs are the only personnel authorized to possess this key. The "E" key shall be kept in a secured alarmed lockbox at the Transportation Division offices, at all Operating Divisions for Transit Police use, and at the REM Repair Facility at Vernon Yard. Sign in/out logs shall be kept and used with the "E" key. Access to the alarmed lockbox requires prior telephone Transit Police dispatch authorization. Operations Department employees shall never possess the "E" key.
- 3.2.6 "ED" key: CCCO Personnel, Security Guards, Transit Police, and RMTs are the only personnel authorized to possess this key. The "ED" key shall be kept in a secured alarmed lockbox located at the REM Repair Facility at Vernon Yard. Sign in/out logs shall be kept and used with the "ED" key. Access to the alarmed lockbox requires prior telephone Transit Police dispatch authorization. Operations Department employees shall never possess the "ED" key.
- 3.2.7 "F" key: The tab on the tip of the "F" key shall never be broken or filed off. Such action is considered tampering per *Maintenance Guidebook*, Section 1.00(v). Operations Department employees shall never possess the "F" key.
- 3.2.8 Portable Key: An electronic key used in the event of a DCRE system failure. This key shall be kept locked in the REM Supervisor's safe. In the event of an EFCS crash, the REM Supervisor shall issue the portable key to the Division Supervisor so that vaulting under the Division Supervisor's close supervision can commence.

### 3.3 VAULT HOUSE KEYS

All vault house keys, except PPS-32, shall have an individual serial number and be kept on a welded ring. Division Supervisors, Managers, and Directors are the only personnel authorized to possess this ring of keys.

#### KEY

- 3.3.1 Vault house door: Best© Security key that opens each vault house; all Divisions are keyed differently.
- 3.3.2 Alarm: Turns the alarm system on and off.
- 3.3.3 Roll-up door: Opens the roll-up door for mobile safe replacement.
- 3.3.4 Cashbox locker: Best© Security key for spare cashboxes; all Divisions are keyed differently.
- 3.3.5 PPS-32: Used by Transit Police to double lock each cashbox in the locker in the vault house. Stored in locker #1 when not being used as a double lock.

### 3.4 EFCS RAIL OPERATIONS KEYS

#### KEY

- 3.4.1 MB-001: TVM vandalism cover key used only by RMTs and CCCO Personnel. Operations Department employees shall never possess the "MB-001" key.
- 3.4.2 MX-110: TVM cabinet key (Red and Green Lines) used only by RMTs and CCCO Personnel. Operations Department employees shall never possess the "MX-110" key.
- 3.4.3 MX-140: TVM cabinet key (Blue Line) used only by RMTs and CCCO Personnel. Operations Department employees shall never possess the "MX-140" key.
- 3.4.4 Ronis 621: Used only by Revenue Department Supervisors to enter the security pass code. Operations Department employees shall never possess the "Ronis 621" key.
- 3.4.5 Ronis 681: Used only by RMTs and CCCO personnel to enter the security pass code. Operations Department employees shall never possess the "Ronis 681" key.
- 3.4.6 Ronis 691: Used only by RMTs and CCCO personnel to enter the security pass code. Operations Department employees shall never possess the "Ronis 691" key.

### **3.5 KEY REPLACEMENT**

- 3.5.1 The Locksmith located at the Regional Rebuild Center shall control and issue all EFCS key replacements.
- 3.5.2 Broken keys shall be replaced by the Locksmith only on a one-for-one basis upon submission of an envelope containing all broken parts of the key along with a miscellaneous blue memo completed by the Supervisor and approved by the Division Manager. All EFCS keys being replaced shall be transported by a non-contract Supervisor to and from the Locksmith.
- 3.5.3 All broken DCRE Extension Probe Cables shall be replaced by the Vault Truck Operator escorted by an armed Security Guard when the mobile safes are replaced each morning at the Divisions, at the Regional Repair Shops located at Divisions 2 and 15, or at the Revenue Equipment Maintenance Repair Facility at Vernon Yard. A written request signed by the Division Director or Manager shall accompany the broken extension probe cable and all broken parts shall be exchanged for new parts on a one-for-one basis only. A Supervisor is not required for such transport.
- 3.5.4 An employee shall immediately report a missing key to his/her respective Supervisor and shall not leave the property until the Transit Police has conducted its investigation.
- 3.5.5 The Division Supervisor shall immediately report missing keys to Transit Police Dispatch. The Transit Police shall investigate the loss and generate a report. The Division Supervisor reporting the loss shall submit a miscellaneous memo regarding the incident to the Division Manager who shall send a copy to the Transit Police (for a follow-up report), to the Director of Revenue (so that a replacement key can be issued), and to the Office of the Inspector General.
- 3.5.6 Lost or missing keys shall be replaced on a permanent basis only at the written request of the respective Manager, approved by an Operations Executive Officer, and shall be accompanied by the Transit Police report. A temporary key may be issued during the investigation period only.

#### 4.0 ROLE OF DIVISION DIRECTOR/MANAGER:

This role is performed by Division Service Operations Directors and Service Operations Managers. An employee performing the Director/Manager role shall enforce all of the regulations and responsibilities in this Manual and shall ensure the integrity of the revenue collection operation.

#### RESPONSIBILITIES OF THOSE PERFORMING THIS ROLE:

- 4.1 Director/Manager shall be familiar with the entire contents of this Manual and shall ensure compliance by all Division personnel with its regulations and responsibilities. Director/Manager shall take appropriate disciplinary action with respect to non-compliance with this Manual.
- 4.2 Director/Manager shall ensure that all buses placed in revenue service are probed and vaulted at the same time upon return to the yard except for a bus with an assigned layover in the yard.
- 4.3 Director/Manager shall ensure that any time a cashbox is reported stuck in a farebox and cannot be vaulted, the bus is placed in the designated B.O. farebox repair lane and secured until an RMT extracts the cashbox.
- 4.4 Director/Manager shall inspect, or delegate the inspection of, the vaulting operation and shall ensure that the Supervisor completes the Daily Vaulting Checklist each shift (**attachment #8**) which the Manager shall review, follow-up, file for a minimum of 30 (thirty) days.
- 4.5 Director/Manager shall maintain an inventory of all cashboxes and fareboxes by serial number and bus number using the Farebox/Cashbox Inventory Record form (**attachments #4, #5, and #6**). The Director/Manager shall maintain a copy of the inventory secured in his/her office. The Director/Manager shall personally conduct, or delegate to a Supervisor, a random audit of the inventory at least once per month.
- 4.6 Director/Manager shall ensure that a complete and updated copy of this Revenue Collection Manual is kept in the clearly marked red binder in each vault house.

- 4.7 Director/Manager shall ensure that all vault houses are cleaned and in operating order daily. Director/Manager shall ensure that there are no trash containers within 100 (one hundred) feet of any vaulting area, except for one clear plastic trash bag (PN 03107-11180) only during the a.m. pull-in hours.
- 4.8 Director/Manager shall ensure that the originals of the completed Daily Farebox Key Log (**attachment #9**) and the EFCS Daily Key Log (**attachments #10 and #11**) are sent by the Division dispatcher to the Transit Police Revenue Protection Detail weekly. Director/Manager shall close out both key logs at the end of the third shift and shall review them for accuracy before distributing. Director/Manager shall keep copies of both key logs locked in his/her office for a minimum of 30 (thirty) calendar days.
- 4.9 Director/Manager shall ensure that the interior lights in all vault houses are on 24 hours a day.
- 4.10 Director/Manager shall ensure that employees are properly attired and possess no unauthorized or prohibited items when vaulting or performing farebox maintenance and repairs.
- 4.11 Director/Manager shall ensure that during vaulting operations a two-way radio or telephone is available at the vault house or vaulting location to enable Vaulters to communicate with the dispatch center and the Division maintenance office.
- 4.12 Director/Manager shall ensure that all personnel assigned to vaulting remain in the vaulting area or maintain visual contact with the interior of the vault house, unless personally relieved by the Supervisor or appointed relief Vaulter.
- 4.13 Director/Manager shall ensure that all electronic farebox keys and vault house/receiver vault keys are in good serviceable condition, secured, and/or properly signed for at the beginning and end of each shift.
- 4.14 Director/Manager shall ensure that all receiver vaults/mobile safes are in operating condition or reported as needing repair to the Revenue Equipment Maintenance Repair Facility at Vernon Yard.
- 4.15 Director/Manager shall ensure that receiver vaults are locked during non-vaulting periods with the extension probe cable locked inside.



- 4.16 Director/Manager shall ensure that each receiver vault has a current properly completed Vault Sheet/Safe Manifest, form OPS-1, (**attachment #2**).
- 4.17 Director/Manager shall ensure that the maximum number of cashboxes dumped into any one mobile safe is 75 (seventy-five) to ensure that the weight of revenue is evenly distributed between all mobile safes. If more than 75 (seventy-five) cashboxes are dumped into a mobile safe, the Director/Manager shall ensure that the Supervisor explains on the Vault Sheet/Safe Manifest, form OPS-1, (**attachment #2**) how and why this regulation was violated.
- 4.18 Director/Manager shall ensure that all Mobile Safe Activity Log, form CCCO MS-1, (**attachment #14**) errors are corrected and initialed by the Vault Truck Operator and the Division Supervisor.
- 4.19 Director/Manager shall ensure that no unsecured farebox (i.e., unlocked lid, missing coin or bill modules, or missing or unlocked cashbox, etc.) is placed into or remains in service for any reason. Director/Manager shall ensure that buses with such fareboxes are placed in the temporary storage lane designated at each Division for this purpose (B.O. farebox repair lane), and are monitored closely by Division supervision until repaired.
- 4.20 Director/Manager shall ensure that at the end of the vaulting day all buses that were in service that day were properly vaulted. Director/Manager shall ensure that all unvaulted buses are vaulted before being returned to service.
- 4.21 Director/Manager shall send a copy of the Buses Not Probed Report to the Revenue Equipment Maintenance Manager.
- 4.22 Director/Manager shall ensure that only designated properly attired Mechanics perform farebox maintenance limited to unjamming modules and preventive maintenance inspections.
- 4.23 Director/Manager shall ensure that only designated properly attired RMTs repair fareboxes, cashboxes, and receiver vaults. Director/Manager shall ensure that only RMTs are allowed to clear receiver vaults that are jammed.

- 4.24 Director/Manager shall ensure that farebox covers are properly used to cover fareboxes any time a bus is held for an extended period or when dust, dirt, or wet conditions exist.
- 4.25 Director/Manager shall ensure that the daily computer maintenance report is reviewed by his/her designee to ensure that fareboxes that exhibit "power low", "power zero", or excessive bill/coin unjam feature operation are checked on a nightly basis by Division Mechanics.
- 4.26 Director/Manager shall ensure that a daily inventory of the spare farebox modules (Farebox Component Inventory, form FCS-5) (**attachment #13**) is maintained by the Division Supervisor. Director/Manager shall ensure that all defective modules tagged with the yellow B.O. tag (Unit Repair Tag) are picked up by an RMT. Director/Manager shall keep copies of all Farebox Component Inventory manifests and work logs on file at the Division for 30 (thirty) calendar days.
- 4.27 Director/Manager shall ensure that all preventive maintenance Supplemental Inspection Forms, form MAINT-32, (**attachment #17**) are submitted monthly by the Division Supervisor to the Revenue Equipment Maintenance Repair Facility at Vernon Yard.
- 4.28 Director/Manager shall report to the appropriate Regional General Manager of Operations any unusual events in connection with EFCS and DCRE monitoring.
- 4.29 Director/Manager shall report actual or suspected theft of MTA revenue to the Transit Police, the Office of the Inspector General, and the appropriate Regional General Manager of Operations.

## **5.0 ROLE OF DIVISION SUPERVISOR:**

This role is performed by Division Service Supervisors, Maintenance Supervisors, and Transit Operations Supervisors (TOS). Personnel assigned as Acting Supervisor shall be responsible individuals in a leader or relief leader role and have the same authority and responsibilities as permanent Supervisors. An employee performing the Supervisor role shall assist the Division Director/Manager appointed over him/her with enforcement of the regulations and responsibilities in this Manual. An employee performing the Supervisor role shall supervise the vaulting operation to ensure its integrity and the security of MTA revenues.

### **RESPONSIBILITIES OF THOSE PERFORMING THIS ROLE:**

- 5.1 Supervisor shall become totally familiar with the entire contents of this Manual and shall allow no exceptions to the applicable regulations and responsibilities. Supervisor shall take appropriate disciplinary action with respect to non-compliance with this Manual.
- 5.2 Supervisor shall ensure that a complete and updated copy of this Revenue Collection Manual is kept in the clearly marked red binder in each vault house.
- 5.3 Supervisor shall ensure the security and safeguarding of all keys under his/her control and shall verify that all electronic farebox keys and vault house keys are in good serviceable condition or replaced in accordance with Section 3.5.
- 5.4 Supervisor shall ensure that the vault house door keys, roll up door keys, vault house alarm keys, and the key for the cashbox locker in each vault house are kept on a separate welded ring and secured in the lockbox in his/her office. Supervisor shall ensure that these vault house keys are not placed on the "house key" ring. Supervisor shall physically account for and sign over the vault house keys from shift to shift at the same time as the "house key" ring. Any time that vault houses are unlocked for use (i.e., vaulting or equipment repairs), the vault house keys shall be signed out by the Supervisor and returned to the lockbox and signed back in after use.

- 5.5 Supervisor shall store and lock the "B" and "C" keys in the double locked box in the Transportation Building and shall ensure that they are never stored in any other location. Supervisor shall follow sign out and sign in procedures on the EFCS Daily Key Log, form OPS-3, (**attachments #10 and #11**). Supervisor shall physically account for all EFCS keys by inventorying them and checking the inventory against the Log at each shift change with the assistance of the TOS on duty. Supervisor shall sign over keys from one person to another only through the accountability verification process described in this section.
- 5.6 Supervisor shall ensure that all vault houses are locked, with alarm set, during non-vaulting periods.
- 5.7 Supervisor shall ensure that all vault houses are cleaned and in operating order daily and shall monitor vault house cleaning supplies for security purposes. Supervisor shall ensure that there are no trash containers within 100 (one hundred) feet of any vaulting area, except for one clear plastic trash bag (PN 03107-11180) only during the a.m. pull-in hours.
- 5.8 Supervisor shall ensure that the fareboxes of all buses placed in revenue service are probed and vaulted upon return to the yard except for a bus with an assigned layover in the yard.
- 5.9 Whenever a cashbox is stuck in a farebox and cannot be vaulted if full or locked if empty, the Supervisor shall ensure that the bus is placed in the well-lit designated B.O. farebox repair lane and secured until Revenue Equipment Maintenance corrects the problem.
- 5.10 Supervisor shall ensure that a farebox contaminated by fire extinguisher chemicals or water is not probed or vaulted and is reported to Revenue Equipment Maintenance. Supervisor shall ensure that the bus is securely placed in the designated B.O. farebox repair lane until Revenue Equipment Maintenance replaces the farebox and extracts the cashbox.
- 5.11 Supervisor shall ensure that buses with B.O. fareboxes are not placed in service and that the bus is securely placed in the designated B.O. farebox repair lane until Revenue Equipment Maintenance corrects the problem.

- 5.12 Supervisor shall ensure that vaulting activities are supervised and monitored by means of the closed circuit television equipment. Supervisor shall report CCTV malfunctions to ITS.
- 5.13 Supervisor shall inspect the vaulting operation, accomplish all items on the Daily Vaulting Checklist (**attachment #8**), and complete the Checklist each shift and forward it to the Service Operations Manager.
- 5.14 Supervisor shall unlock the vault house door, turn off the alarm, and open the receiver vault chamber to extract the DCRE Extension Probe Cable. Supervisor shall ensure that all vault houses have their interior lights on 24 hours a day.
- 5.15 Supervisor shall ensure that employees assigned to vaulting are properly attired wearing MTA-issued pocketless red coveralls, prescribed reflective orange vest, and, in wet/cold conditions, the prescribed orange rain suit. Supervisor shall ensure that employees possess no unauthorized or prohibited items when vaulting.
- 5.16 Supervisor shall ensure that there are no unauthorized or prohibited items in the vaulting area including, but not limited to, food, cases or containers of any kind, paper sacks, tote bags, cleaning supplies, money, newspapers, reading material, personal belongings, tape of any kind, and tools (except the mobile safe compacting crank).
- 5.17 Supervisor shall ensure that all personnel assigned to vaulting remain in the vaulting area or maintain visual contact with the interior of the assigned vault house at all times, unless personally relieved by the Supervisor or appointed relief Vaulter.
- 5.18 Supervisor shall ensure that during vaulting operations a two-way radio or telephone is available at the vault house or vaulting location to enable Vaulters to communicate with the maintenance office and dispatch center.
- 5.19 Supervisor shall ensure that no unauthorized personnel loiter in the vaulting area.
- 5.20 Supervisor shall report actual or suspected theft of MTA revenue to the Transit Police, the Office of the Inspector General, and his/her Director/Manager, with a copy to Revenue Equipment Maintenance.

- 5.21 Supervisor shall watch for any unusual circumstances occurring in the vaulting area and designated B.O. farebox repair lane where farebox maintenance is being performed and shall immediately report any suspicious circumstances to the Transit Police and the Office of the Inspector General. Supervisor shall submit a detailed report on the unusual circumstances to his/her Director/Manager, with a copy to Revenue Equipment Maintenance.
- 5.22 Supervisor shall close out the previous day's Vault Sheet/Safe Manifests, form OPS-1, (**attachment #2**) by ensuring that the Vaulteer records the end dump reading from each receiver vault before its mobile safes are replaced. The Supervisor shall review the completed Vault Sheet/Safe Manifests verifying the delivery and pick up of mobile safes and the inspection of the delivered empty mobile safes for defects. Supervisor shall sign the outgoing Vault Sheet/Safe Manifests, shall send the pink copy to Revenue Equipment Maintenance daily and shall keep the goldenrod copy. Supervisor shall initiate a new group of Vault Sheet/Safe Manifests for the next vaulting period.
- 5.23 Supervisor shall be present at the vault house and observe the mobile safe delivery/pick up process. In the presence of the Security Guard, the Supervisor shall inspect the newly delivered empty mobile safes for defects, shall ensure that they are properly armed (cocked), and shall ensure that the full mobile safes are locked. Supervisor shall assign Division personnel to assist the Vault Truck Operator and shall ensure that those personnel, and not Security Guards, assist the Vault Truck Operator with the mobile safes.
- 5.24 After the Vault Truck Operator exchanges all the mobile safes, the Supervisor shall ensure that each receiver vault has a new current Vault Sheet/Safe Manifest, form OPS-01, (**attachment #2**) correctly completed by the Vaulteer.
- 5.25 Supervisor shall ensure that no mobile safes are left outside of the vault house.
- 5.26 Supervisor shall ensure that at the end of the vaulting day all buses in service that day were properly vaulted, and that all buses not yet vaulted are probed and vaulted before being returned to service.

- 5.27 Supervisor shall report all malfunctioning mobile safes, reported by the Vault Truck Operator or the Security Guard, to the Revenue Equipment Maintenance Repair Facility at Vernon Yard.
- 5.28 Supervisor shall initial all errors on the Mobile Safe Activity Log, form CCCO MS-1, (attachment #14) after they are corrected and initialed by the Vault Truck Operator, and shall immediately report all such errors to the Division Director/Manager.
- 5.29 Supervisor shall ensure that the vault house alarm is set and checked, and the vault house is locked after the newly delivered empty mobile safes are secured in the receiver vaults.
- 5.30 Supervisor shall ensure that all receiver vaults/mobile safes are in operating condition or reported as needing repair to Revenue Equipment Maintenance and that receiver vaults are locked during non-vaulting periods with the DCRE Extension Probe Cable locked inside.
- 5.31 Supervisor shall ensure that a list of designated authorized Vaulters, Vault Truck Operators, Mechanics, and Technicians is posted in the vault house in plain view and updated every 90 (ninety) days, and that a copy is provided to Transit Police.
- 5.32 Supervisor shall ensure that only designated properly attired Mechanics perform maintenance on fareboxes limited to unjamming farebox modules and preventive maintenance inspections.
- 5.33 Supervisor shall ensure that only designated properly attired RMTs repair fareboxes, cashboxes, and receiver vaults.
- 5.34 Supervisor shall ensure that only designated properly attired Mechanics and RMTs clear electronic fareboxes or cashboxes that are jammed.
- 5.35 Supervisor shall monitor the DCRE, shall restrict access to authorized personnel, and shall ensure that it has sufficient paper and ribbon.
- 5.36 Supervisor shall ensure that the manual End-of-Day process is activated. If the DCRE terminal cannot establish downloading, Supervisor shall immediately notify the Master Terminal Operator (MTO) at extension 2-4580 or designated ITS staff and follow their instructions.

- 5.37 If a receiver vault becomes jammed (between the cashbox entry point and the dump slides) requiring a mobile safe to be removed from the receiver vault, Supervisor shall request Operations Control to dispatch a Transit Police unit with "E" and "D" keys to the troubled location. Supervisor shall ensure that the RMT immediately places any exposed media inside the same mobile safe. If there are signs of tampering, Supervisor shall ensure that the RMT does not remove the jammed cashbox until Transit Police arrive to take a report and investigate and protect revenues. Supervisor shall contact the Revenue Equipment Maintenance Repair Facility at Vernon Yard and report the malfunctioning receiver vault.
- 5.38 Supervisor shall ensure that any fare media found loose inside a farebox or receiver vault are placed in the overflow farebox in each vault house. If a farebox is not repairable, Supervisor shall ensure that all revenue has been removed and properly deposited in the overflow farebox in the vault house. Supervisor shall ensure that Vaulters, Mechanics, and RMTs place any damaged media (i.e. torn or mutilated bills, bent or damaged coins, slugs, etc.) into a VP 3157 envelope (PN 03118-09180) with the bus number, Division number, farebox number, employee badge number, date, time, and amount written on the envelope and then immediately put the envelope in the dropbox on the cashbox locker in the vault house. Supervisor then shall lock the locker with the PPS-32 lock.
- 5.39 Supervisor shall ensure that no one ever carries envelopes with revenues anywhere in the yard area.
- 5.40 Supervisor shall ensure that Vaulters alternate between the two vault houses daily; i.e., if vault house "A" is used one day, vault house "B" shall be used the next day.
- 5.41 Supervisor shall monitor the dumping process closely to ensure that the maximum number of cashboxes dumped into any one mobile safe is 75 (seventy-five) so that the weight of revenue is evenly distributed between all mobile safes. If more than 75 (seventy-five) cashboxes are dumped into a mobile safe, Supervisor shall explain to the Division Director/Manager on the Vault Sheet/Safe Manifest, form OPS-1, (attachment #2 ) how and why this regulation was violated.



- 5.42 Supervisor shall ensure that if, during the receiver vault operation, a red light appears which indicates that the mobile safe is full, the Vaulter cranks the mobile safe with the compacting tool and continues to vault cashboxes until the mobile safe is full with a maximum of 75 (seventy-five) dumped cashboxes. Supervisor shall secure the full receiver vault and unlock the second receiver vault. If the compacting procedure does not clear the red light, Supervisor shall secure the receiver vault and unlock the second receiver vault to continue the vaulting operation and report the problem to Revenue Equipment Maintenance.
- 5.43 Supervisor shall designate a well-lit B.O. farebox repair lane where he/she personally can monitor farebox repairs since fareboxes shall be repaired in the storage yard only in a well-lit designated lane.
- 5.44 Supervisor shall ensure that all buses taken off "Hold" status following farebox repairs or replacement are probed at the vault house to ensure that proper codes are updated in the farebox memory before the buses are placed back in service.
- 5.45 Supervisor shall maintain file copies of the Key Logs, Daily Vaulting Checklist, Vault Sheet/Safe Manifest, and Buses Not Probed Report.
- 5.46 Supervisor shall ensure that the overflow farebox in each vault house is probed and vaulted by the Vaulter daily, before mobile safe pick-up, regardless of the amount in the overflow farebox. Supervisor shall ensure that the overflow cashbox number is posted on the same Vault Sheet/Safe Manifest, form OPS-1, (**attachment #2**) as the mobile safe into which it was dumped.
- 5.47 Supervisor shall ensure that B.O. cashboxes are never reinstalled in a farebox and are reported to Revenue Equipment Maintenance using the Farebox/Cashbox Replacement Record (**attachment #3**). Supervisor shall ensure that all B.O. cashboxes are tagged by the Vaulter with a yellow B.O. tag (Unit Repair Tag) (see **attachment #7** for tag instructions) and are locked securely by the Supervisor in the cashbox locker in the vault house using a PPS-32 lock. Supervisor shall ensure that B.O. cashboxes are listed on the same Vault Sheet/Safe Manifest, form OPS-01, (**attachment #2**) as the emptied cashboxes, and are transported along with the mobile safes by the vault truck to the CCCO.

- 5.48 Supervisor shall ensure that fareboxes are properly covered any time a bus is held for an extended period or when dust, dirt, or wet conditions exist.
- 5.49 Supervisor shall maintain a current inventory of spare farebox modules using the Farebox Component Inventory, form FCS-5, **(attachment #13)** and shall physically compare daily the spare modules on hand against the inventory.
- 5.50 Supervisor shall issue all farebox components/parts needed for repairs to RMTs who shall indicate the status of defective components and enter the name and serial number of the replacement components on the Farebox Component Inventory (FCS-5) manifest **(attachment #13)** located in the Division's farebox module room. Supervisor shall ensure that each defective component is submitted by the RMT at the same time that the new component/part is issued. Supervisor shall have the RMT sign for the new components and receive a copy of the manifest. Supervisor shall keep copies of all component manifests on file for 30 (thirty) calendar days.
- 5.51 Supervisor shall submit all Preventive Maintenance Supplemental Inspection Forms, form MAINT-32, **(attachment #17)** monthly to the Revenue Equipment Maintenance Repair Facility at Vernon Yard.
- 5.52 Supervisor shall ensure that all cashbox lockers are secured with a Division cashbox padlock at all times regardless of the locker's contents. Supervisor shall ensure that the PPS-32 locks are stored in locker #1 when not being used to secure a locker with a cashbox containing revenue.
- 5.53 Supervisor shall print from the DCRE a list of all Buses Not Probed/Vaulted **(attachment #12)** not later than 3 a.m. daily but before the Vault Truck Operator initiates the End-of-Day process. Supervisor shall provide this report to the Division Director/Manager not later than 7 a.m. On the Buses Not Probed Report, Supervisor shall account for all buses assigned to the Division and shall explain why they were not probed.

## **6.0 ROLE OF VAULTER:**

This role is performed by Bus Operations Utility personnel. An employee performing the Vaultler role shall probe fareboxes and vault cashboxes from all buses entering Division property and shall report malfunctioning equipment. This role includes Relief Vaultler assignments.

### **RESPONSIBILITIES OF THOSE PERFORMING THIS ROLE:**

- 6.1 Vaultler shall become totally familiar with the sections of this Manual that apply to his/her job and shall allow no exceptions to the applicable regulations and responsibilities.
- 6.2 Vaultler shall securely probe fareboxes and vault cashboxes from each bus whenever it enters the Division property. Vaultler shall probe and vault only one bus at a time.
- 6.3 To prevent injury, Vaultler is advised to use both hands when handling cashboxes.
- 6.4 Vaultler shall handle all equipment with care so as not to damage cashboxes, fareboxes, or receiver vaults.
- 6.5 When specifically assigned to vaulting, Vaultler shall report to the Division Supervisor to complete and sign the Daily Farebox Key Log, form MAINT-27, (**attachment #9**) to accept responsibility for the DCRE Extension Probe Cable.
- 6.6 To commence vaulting, Vaultler shall job on to code #2943 (vaulting) on the VMS.
- 6.7 Vaultler shall wear over all personal clothing, only when vaulting, MTA-issued Vaultler's pocketless red coveralls and prescribed reflective orange vest over coveralls. In wet/cold conditions, Vaultler shall wear the prescribed orange rain suit over the red coveralls.
- 6.8 Vaultler shall leave on the interior lights in all vault houses 24 hours a day.
- 6.9 Daily, Vaultler shall clean the vault houses inside and out, the outside of the receiver vaults, and the receiver vault's cashbox chamber.

- 6.10 Vaulter shall inspect the vaulting area and verify that no unauthorized equipment or items are present. Vaulter shall verify that no food, cases or containers of any kind, paper sacks, tote bags, cleaning supplies, money, newspapers, reading material, personal belongings, tape of any kind, and tools (except the mobile safe compacting crank) are brought into the vaulting area. Vaulter shall verify that there are no trash containers within 100 (one hundred) feet of the vaulting area, except for one clear plastic trash bag (PN 03107-11180) only during the a.m. pull-in hours. Vaulter shall immediately report unauthorized items to the Division Supervisor.
- 6.11 Vaulter shall remain in the vaulting area or keep the interior of the assigned vault house in sight unless properly relieved by the Division Supervisor or appointed Relief Vaulter.
- 6.12 Vaulter shall immediately report to the Division Supervisor any unusual circumstances occurring at the vaulting area including unauthorized MTA employees or other personnel.
- 6.13 Vaulter shall immediately report to the Division Supervisor any damaged receiver vaults, mobile safes, cashboxes, keys, locks, and vault houses.
- 6.14 Vaulter shall closely monitor the dumping process and dump a maximum of 75 (seventy-five) cashboxes into any one mobile safe to ensure that the weight of revenue is evenly distributed between mobile safes. Vaulter shall notify the Supervisor when a mobile safe is full with 75 (seventy-five) dumped cashboxes.
- 6.15 Vaulter shall monitor the receiver vault operation and if a red light appears, which indicates that the mobile safe is full, Vaulter shall crank the mobile safe with the compacting tool stored in the receiver vault chamber and shall continue to vault cashboxes until the mobile safe is full with a maximum of 75 (seventy-five) dumped cashboxes. If the red light remains on or reappears after one or two vaultings, Vaulter shall call the Division Supervisor to the vault house.
- 6.16 Vaulter shall visually check the interior of the fareboxes/cashbox cavities for damaged slides or exposed media. Vaulter shall immediately report to the Division Supervisor all defects and/or exposed media.

- 6.17 Vaulters shall immediately place all exposed (loose) media in the overflow farebox in the vault house.
- 6.18 Vaulters shall place damaged media that may jam the electronic farebox into a VP 3157 envelope (PN 03118-09180). Vaulters shall write on the envelope the Division number, bus number, farebox number, date, time, employee badge number, and amount. Vaulters shall immediately put the envelope in the dropbox on the cashbox locker.
- 6.19 After a cashbox is vaulted, Vaulters shall return the cashbox to the same farebox unless the cashbox is malfunctioning. Vaulters shall not reinstall a malfunctioning cashbox and shall immediately tag it with a yellow B.O. tag (Unit Repair Tag) (see **attachment #7** for tag instructions), lock it in the cashbox locker in the vault house, and report the B.O. cashbox to the Division Supervisor. Vaulters shall then obtain a spare cashbox from the locker and install it in the farebox.
- 6.20 Vaulters shall immediately report to the Division Supervisor malfunctioning cashboxes, stuck cashboxes, fareboxes not probing, and malfunctioning receiver vaults.
- 6.21 Vaulters shall verify that the cashbox is locked properly into the farebox with two quick beeps sounding before the bus is allowed to depart from the vault house. If the cashbox alarm sounds and the alarm cannot be silenced/reset, Vaulters shall not release the bus from the vaulting area and shall immediately notify the Division Supervisor.
- 6.22 For each bus probed and vaulted, Vaulters shall fully complete the Vault Sheet/Safe Manifest, form OPS-01, (**attachment #2**) using ball point pen. Vaulters shall correctly, carefully, and legibly indicate the bus number, cashbox number, and Vaulters' employee badge number. Vaulters shall not use lines or hashmarks to indicate his/her badge number. Vaulters shall give the Vault Sheet/Safe Manifest to the Security Guard and Division Supervisor to sign. Vaulters shall place the Vault Sheet/Safe Manifest on the clipboard accompanying each mobile safe on the vault truck.

- 6.23 Vaulter shall only assist the Vault Truck Operator with loading of full mobile safes and shall never load the truck himself/herself.
- 6.24 Vaulter shall leave the vaulting area, for breaks or upon completion of vaulting, only after notifying the Division Supervisor to lock the door, set the alarm, and secure the probe inside the receiver vault.

## **7.0 ROLE OF REVENUE COLLECTOR/VAULT TRUCK OPERATOR:**

This role is performed by Vault Truck Operators assigned and supervised by the Central Cash Counting Office. An employee performing the Revenue Collector role shall collect bus and rail revenues and transport them to the CCCO in a vault truck by transporting empty cashbox carts and mobile safes from the CCCO and picking up full mobile safes and cashbox carts from each Division. An employee performing this role shall install hoppers, ticket rolls, and empty bill and coin vaults in TVMs at scheduled Rail Stations; and shall pick up bill and coin vaults and used ticket rolls from those TVMs and transport them to the CCCO. An employee performing this role shall report malfunctioning mobile safes, cashboxes, TVM hoppers, and TVM vaults.

### **RESPONSIBILITIES OF THOSE PERFORMING THIS ROLE:**

- 7.1 Vault Truck Operator/Revenue Collector shall become totally familiar with the sections of this Manual that apply to his/her job and shall allow no exceptions to the applicable regulations and responsibilities. Vault Truck Operator/Revenue Collector shall also follow the applicable procedures in the *CCCO Operating Manual*.
- 7.2 Vault Truck Operator shall load the vault truck properly at the CCCO with mobile safe dividers in place and empty mobile safes and cashbox carts secured, with wheels chocked, before the vault truck leaves the CCCO.
- 7.3 Vault Truck Operator shall pick up and deliver revenue only with Security Guard escort and shall maintain radio contact with the Dispatcher.
- 7.4 Immediately upon arrival at each Division in the vault truck, Vault Truck Operator shall report to the Division Supervisor and initiate the End-of-Day DCRE downloading process. Upon completion of the DCRE downloading process, Vault Truck Operator shall drive to the vault house.
- 7.5 At Divisions, Vault Truck Operator with the assistance of Division-assigned personnel shall remove all mobile safes from the receiver vaults and cashbox carts from the vault house, and secure them on the vault truck. Vault Truck Operator shall replace those removed with empty mobile safes and cashbox carts from the vault truck. Vault Truck Operator shall securely position the empty mobile safes only in the receiver vaults and never outside of the vault house.

- 7.6 Vault Truck Operator shall complete and sign the Mobile Safe Activity Log, form CCCO MS-1, **(attachment #14)** documenting vault truck number, date, the delivered empty mobile safe serial numbers, the picked up mobile safe serial numbers, start and end meter readings, and identifying malfunctioning mobile safes. Vault Truck Operator shall correct and initial all errors on the Mobile Safe Activity Log and give to the Division Supervisor to also initial. Vault Truck Operator shall take the original Mobile Safe Activity Log along with the mobile safes to the CCCO for verification that the pre-assigned mobile safes delivered to each Division the previous day are the ones transported to the CCCO.
- 7.7 Vault Truck Operator shall inform the Division Supervisor about all malfunctioning mobile safes and cashboxes.
- 7.8 Upon arrival at the CCCO, Vault Truck Operator shall hand deliver to the Supervisor on duty the Vault Sheet/Safe Manifests, form OPS-1, **(attachment #2)** accompanying the mobile safes.

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- 7.9 Revenue Collector shall have Security Guard escort at all times when transporting revenue and TVM materials and servicing TVMs.
- 7.10 Revenue Collector shall exercise caution when crossing light rail tracks.
- 7.11 Revenue Collector shall be sensitive to passengers' TVM access.
- 7.12 Revenue Collector shall notify Central Control when servicing is to begin.
- 7.13 Revenue Collector shall remove all bill/coin vaults from, and install empty bill/coin vaults in, TVMs at scheduled Rail Stations by following the TVM downloading procedures in accordance with the *CCCO Operating Manual*.
- 7.14 Revenue Collector shall replace TVM hoppers and ticket rolls in accordance with the *CCCO Operating Manual*.
- 7.15 Revenue Collector shall transport all collected bill/coin vaults and used ticket rolls to the CCCO.
- 7.16 Revenue Collector shall inform the CCCO Supervisor about all malfunctioning hoppers, bill vaults, and coin vaults.



## **8.0 ROLE OF SECURITY GUARD:**

This role is performed by Transit Police-assigned armed guards who provide security escort for vault trucks, safeguarding the revenue and the Vault Truck Operator. The Security Guard shall accompany and observe the Vault Truck Operator during mobile safe exchanges and collection of rail revenue. For all receiver vault maintenance, the Security Guard shall obtain the access keys and shall escort and observe maintenance personnel.

### **RESPONSIBILITIES OF THOSE PERFORMING THIS ROLE:**

- 8.1 Security Guard shall follow all MTA security policies and procedures, shall become totally familiar with the sections of this Manual that apply to his/her job, and shall allow no exceptions to the applicable regulations and responsibilities. Security Guard shall report all violations to the Division Supervisor and to the Transit Police Watch Commander.
- 8.2 Upon receipt of the receiver vault "D" key from the Transit Police Watch Commander, Security Guard shall maintain possession of the key at all times until he/she returns the key to the Watch Commander.
- 8.3 Upon arrival and departure at each Division, Security Guard shall radio the Transit Police Dispatcher.
- 8.4 When escorting a vault truck, at the Division the Security Guard shall keep the vault house and vault truck under surveillance at all times. Whenever a receiver vault needs recocking, Security Guard shall advise the Supervisor to request that another Security Guard or Officer be sent with an "E" key.
- 8.5 Upon arrival at a Division for mobile safe pick-up, Security Guard shall unlock the first receiver vault. Security Guard shall guard while the Vaulter and Vault Truck Operator remove the mobile safe from the receiver vault and replace it with an empty mobile safe from the vault truck. Security Guard then shall close and lock the receiver vault and proceed to the next receiver vault to continue. Security Guard shall maintain surveillance of the area and a posture of readiness to protect the loading crew at all times.
- 8.6 Security Guard shall verify that the top slides of each mobile safe are locked before being loaded onto the vault truck. Security Guard shall immediately report to the Division Supervisor and Transit Police any unlocked top slides.

- 8.7 Security Guard shall ensure that only the Vault Truck Operator operates the vault truck lift gate in the course of loading and unloading carts and mobile safes. At no time shall the Security Guard operate the lift gate as this diverts his/her attention away from surveillance.
- 8.8 Security Guard shall visually check daily to verify that all mobile safes, regardless of the amount of cashboxes dumped into them, are removed from the receiver vaults and loaded in the vault trucks, and replaced in the receiver vaults with empty mobile safes.
- 8.9 Security Guard shall verify that empty mobile safes are installed properly in the receiver vaults and are not left outside of the receiver vaults. Security Guard shall check the cycle numbers to ensure that each empty mobile safe has been cycled and reset to zero. If the counter is malfunctioning, Security Guard shall notify the Division Supervisor.
- 8.10 Security Guard shall exchange, for the Vault Truck Operator, all broken DCRE Extension Probe Cables on a one-for-one basis with the spare Probe Cable in the receiver vault. Security Guard shall secure the broken cable in the cashbox locker with a PPS-32 lock.
- 8.11 Security Guard shall acknowledge receipt of cashboxes to be delivered to the CCCO by signing (name, badge number, date, time) the Vault Sheet/Safe Manifest, form OPS-01, (**attachment #2**) and giving the Manifest to the Division Supervisor (to review and sign).
- 8.12 When assigned as key escort for maintenance personnel when a mobile safe becomes jammed or needs to be cocked during regular vaulting hours, Security Guard shall sign out on the EFCS Daily Key Log, form OPS-3, (**attachments #10 and #11**) to obtain the "D" (if not already assigned) and "E" key rings from the Division Transportation office lockbox. Security Guard shall use the "D" key to remove the mobile safe from the receiver vault and the "E" key to recock it. If the white "safe in place" indicator is not displayed, Security Guard shall notify the Division Supervisor.
- 8.13 Immediately after escorting maintenance personnel, Security Guard shall personally return and sign back in any keys obtained from the Division lockbox. Security Guard shall not leave such keys at the vault house or carry them away from the Division of origin.

**9.0 ROLE OF DIVISION FAREBOX MECHANIC:**

This role is performed by designated mechanics from Bus Operations. An employee performing the Farebox Mechanic role shall perform only preventive maintenance inspections (PMP) and unjam farebox modules.

**RESPONSIBILITIES OF THOSE PERFORMING THIS ROLE:**

- 9.1 Mechanic shall become totally familiar with the sections of this Manual that apply to his/her job and shall allow no exceptions to the applicable regulations and responsibilities.
- 9.2 Mechanic shall safeguard the Electronic Fare Collection System (EFCS) during maintenance activities.
- 9.3 Mechanic shall limit farebox maintenance to clearing jams, resetting farebox power, and entering bus ID, and farebox ID.
- 9.4 Mechanic shall work on fareboxes only in the well-lit designated B.O. farebox repair lane except for roll-out when fareboxes are worked on in the storage yard and only under close supervision.
- 9.5 Mechanic shall perform preventive farebox maintenance only while the bus is undergoing its preventive maintenance cycle and only in the designated B.O. farebox repair lane.
- 9.6 Upon performing farebox maintenance, Mechanic shall note on the B.O./yard card the actions taken and submit it to the Division Supervisor.
- 9.7 Mechanic shall program the bus and cashbox ID numbers into the farebox memory whenever a farebox has lost its bus ID number.
- 9.8 Mechanic shall wear the prescribed reflective orange vest while working on fareboxes.
- 9.9 Mechanic shall not possess money and personal belongings while working on fareboxes.
- 9.10 Mechanic shall possess only those authorized tools required to reset the farebox equipment.

- 9.11 Mechanic shall never have spare farebox components/parts in his/her possession.
- 9.12 Mechanic shall check the farebox register before maintenance. If the register indicates revenue, the farebox shall be probed and vaulted immediately.
- 9.13 Mechanic shall replace all undamaged revenue recovered while resetting a farebox back into the farebox.
- 9.14 Mechanic shall place any damaged revenues not able to be placed back into the farebox into a VP 3157 envelope (PN 03118-09180). Mechanic shall write on the envelope the Division number, bus number, farebox number, date, time, employee badge number, and amount. Upon completion of farebox maintenance, Mechanic shall drive the bus to the vault house to be reprobed and vaulted. Mechanic shall immediately put the envelope with defective media in the dropbox on the cashbox locker in the vault house.
- 9.15 Mechanic shall never carry envelopes with revenues anywhere in the yard area.
- 9.16 Mechanic shall inspect all modules for revenue and clear before sending the unit to the Revenue Equipment Maintenance Repair Facility at Vernon Yard for repair. Mechanic shall place all found revenues in the overflow farebox in the vault house.
- 9.17 Mechanic shall inspect the farebox and cashbox on each bus during the preventive maintenance inspections and complete a Supplemental Inspection Form/Farebox Inspection, form MAINT-32, (**attachment #17**) for each bus and submit the form to the Supervisor.

**10.0 ROLE OF REVENUE MAINTENANCE TECHNICIAN (RMT):**

This role is performed by Technicians from the Revenue Department. An employee assigned to the RMT role shall perform preventive maintenance (PMP), shall repair fareboxes, cashboxes, and receiver vaults, and shall also support maintenance on the rail Ticket Vending Machines (TVM).

**RESPONSIBILITIES OF THOSE PERFORMING THIS ROLE:**

- 10.1 Technician shall become totally familiar with the sections of this Manual that apply to his/her job and shall allow no exceptions to the applicable regulations and responsibilities.
- 10.2 Technician shall make only authorized modifications and repairs to any farebox module or component.
- 10.3 Technician shall transport and safeguard the EFCS components and shall adhere to all regulations in the *Fare Collection System Maintenance Security Regulations Manual* (revised 1996).
- 10.4 Technician shall wear the prescribed departmental blue coveralls and reflective orange vest while performing repairs.
- 10.5 Technician shall not possess money and personal belongings while assigned to farebox, cashbox, and receiver vault maintenance and repair.
- 10.6 Technician shall possess only those authorized tools required to repair the equipment.
- 10.7 Technician shall conduct repairs only in a well-lit designated B.O. farebox repair lane monitored by the Division Supervisor.
- 10.8 Technician shall check the farebox register before maintenance. If the register indicates revenue, the farebox shall be probed and vaulted immediately.
- 10.9 Technician shall repair and maintain the EFCS as prescribed in the Cubic® *Maintenance Manual for Farebox System* (MM-803).

- 10.10 Upon performing farebox repairs or maintenance, Technician shall note on the B.O./yard card the actions taken and submit it to the Division Supervisor.
- 10.11 Technician shall replace any undamaged revenue recovered while repairing a farebox back into the farebox.
- 10.12 Technician shall place any damaged revenues not able to be placed back into the farebox into a VP 3157 envelope (PN 03118-09180). Technician shall write on the envelope the bus number, Division number, farebox number, date, time, employee badge number, and amount. Immediately upon arrival at the vault house in accordance with the following item 10.13, Technician shall put the envelope with defective media in the dropbox on the cashbox locker in the vault house.
- 10.13 After the farebox is repaired, the Technician shall drive the bus to the vault house to be reprobed and vaulted to ensure that all updates are in memory in case a module or circuit board was changed during the repair process.
- 10.14 Technician shall never carry envelopes with revenues anywhere in the yard area.
- 10.15 Technician shall inspect all modules for revenue and clear before sending the unit to the Revenue Equipment Maintenance Repair Facility at Vernon Yard for repair. Technician shall place all found revenues in the overflow farebox in the vault house.
- 10.16 When a mobile safe becomes jammed with a cashbox, the Technician, under the observation of the Security Guard, shall remove the mobile safe and clear the jammed cashbox, and shall ensure that any repairs or adjustments are accomplished before the mobile safe is cocked and loaded into the receiver vault.
- 10.17 Daily, the Technician shall review the computer maintenance report and check all bus revenue equipment that exhibit "power low", "power zero", or excessive bill/coin unjam feature operation. Technician shall tripper such discrepancy buses to the well-lit designated B.O. farebox repair lane for following day repair.

- 10.18 Technician shall program the bus and cashbox ID numbers into the farebox memory whenever a farebox, a farebox processor board, or a cashbox is changed, or whenever a farebox has lost its bus ID number.
- 10.19 Technician shall tag defective modules with a yellow B.O. tag (Unit Repair Tag) (see **attachment #7** for tag instructions) and shall indicate the malfunction status on the Farebox Component Inventory manifest, form FCS-5, (**attachment #13**).
- 10.20 Technician shall obtain all farebox components/parts needed for repairs from the Division Supervisor by giving the aforementioned Farebox Component Inventory manifest (**attachment #13**) and defective components to the Supervisor at the same time as the Technician receives new components/parts. Technician shall sign and receive a copy of the manifest.
- 10.21 Technician shall complete and submit all preventive maintenance Supplemental Inspection Form/Farebox Inspection reports, form MAINT-32, (**attachment #17**) to his/her Supervisor.

### TVM Maintenance

- 10.22 Technician shall perform all maintenance and repair on TVMs at the Rail Stations in accordance with the Genfare, Inc.©, (GFI) *Fare Collection Maintenance Manual* (M06100-FM).
- 10.23 Technician shall be monitored by the CCF Controllers. Prior to opening a TVM, Technician shall check in with the Closed Circuit Television (CCTV) Controller utilizing the platform Passenger Telephone (PTEL) or Emergency Passenger Telephone (ETEL) located at each station.
- 10.24 Technician shall immediately place any exposed (loose) media found during TVM maintenance into a VP 3157 envelope (PN 03118-09180). Technician shall write on the envelope the TVM number, bill/coin vault numbers, employee badge number, date, time, and amount. Technician shall immediately put the envelope in the sleeve located on the bill/coin vaults.

- 10.25 Whenever a bill tekpak, coin tekpak, or electronic tekpak is replaced in a TVM, Technician shall reset the CMOS and shall follow the appropriate boot up procedure to ensure that all ID numbers and current accountancy information are maintained.
- 10.26 Technician shall describe all defective TVM modules on the Vendstar Maintenance Report form (**attachment #16**) and return the modules with the form to the Revenue Equipment Maintenance Repair Facility at Vernon Yard for processing.



**11.0 ROLE OF OPERATIONS CONTROL (DISPATCH):**

This role is performed by Transit Operations Supervisors (TOS) from the two Control Centers located at the Union Station Gateway (USG) building, for Bus Operations, and the Central Control Facility (CCF), for Rail Operations. An employee assigned to this role shall dispatch maintenance personnel and shall coordinate and control the movement of bus and rail revenue maintenance vehicles.

**RESPONSIBILITIES OF THOSE PERFORMING THIS ROLE:**

- 11.1 Dispatcher shall become totally familiar with the sections of this Manual that apply to his/her job and shall allow no exceptions to the applicable regulations and responsibilities.
- 11.2 Dispatcher shall control and coordinate the movement of revenue maintenance equipment at all bus and rail operating Divisions.
- 11.3 When unsecured fareboxes are reported, the Dispatcher shall direct the Division Supervisor to securely place the bus into the designated B.O. farebox repair lane for Revenue Equipment Maintenance to repair, since unsecured fareboxes shall not be placed into or remain in service for any reason. When reported by maintenance personnel or TOS, Dispatcher shall advise the Division Supervisor that a farebox with an unlocked lid, missing modules (coin or bill), missing or unlocked cashbox, is unsecured.
- 11.4 Dispatcher shall document all calls from operators related to farebox malfunctions and shall route the Incident Report print-out of these malfunctions to Revenue Equipment Maintenance for follow up and action.
- 11.5 When an operator reports a jammed farebox, Dispatcher shall ask the operator to go through the unjam procedures. If the operator does not know how to unjam the farebox, Dispatcher shall talk him/her through the procedure. If coins are jamming, Dispatcher shall advise the operator to place the farebox into "coin by-pass" mode. Dispatcher shall never tell the operator to collect fares by hand. Dispatcher shall advise the operator that, if the patron throws money at the operator or on the floor, or insists on paying, the operator may then place the money in the transfer tray and deposit it in the farebox as soon as possible. Dispatcher shall document all instructions given to the operator.

- 11.6 Dispatcher shall report any incident, such as crime, vandalism, etc., involving an in-service farebox or TVM to the Transit Police Dispatcher and to the Office of the Inspector General.

#### Rail Operations

- 11.7 CCF Controller shall report all TVM SCADA alarms to Revenue Equipment Maintenance for immediate dispatch of repair personnel to the rail station experiencing the alarm.
- 11.8 When "revenue required" or "out-of-service" alarms are generated, CCF Controller shall contact the dispatcher at Vernon Yard to schedule the maintenance of the affected machines. The CCF Controller may defer until the next day maintenance that is not essential or life threatening and shall carry it over in the Controller's logsheet.
- 11.9 CCF Controller shall report all incidents of lost money, tickets not processed by rail station patrons, or out-of-service TVMs to the Revenue Equipment Maintenance Repair Facility at Vernon Yard via fax every day.

## 12.0 ROLE OF FAREBOX REVIEW AND INSPECTION:

This role is performed by the Revenue Compliance Team comprised of a Supervisor and Inspectors. An employee performing the Farebox Review and Inspection role shall perform on-site unannounced inspections of randomly selected buses to evaluate the Electronic Fare Collection System (EFCS) and Division compliance with the regulations in this Manual. The Inspector shall test sample fareboxes for accuracy and cashboxes for security and accountability with probed data.

### RESPONSIBILITIES OF THOSE PERFORMING THIS ROLE:

- 12.1 Inspector shall become totally familiar with the sections of this Manual that apply to his/her job and shall allow no exceptions to the applicable regulations and responsibilities.
- 12.2 Inspector shall inspect Divisions and buses as selected by the Compliance Team Supervisor.
- 12.3 Upon arrival at a Division to perform an on-site, unannounced inspection, the Inspector shall check in with the Division Supervisor.
- 12.4 Inspector shall monitor the vaulting of the buses to be inspected by observing as the Vaulters probe the farebox and vault the cashbox.
- 12.5 When testing a farebox for accuracy, after a bus has been vaulted, the Inspector may place predetermined amounts of test currency into the farebox to ensure that the cashbox was empty of all revenue prior to testing.
- 12.6 Inspector shall have the Vaulters replace the cashbox to be sampled with a spare empty cashbox from the cashbox cart in the vault house and the Inspector shall secure the cashbox to be sampled in the same cashbox cart with a PPS-32 lock. The Inspector shall ensure that the sampled cashboxes remain locked in the cashbox cart in the vault house.
- 12.7 Inspector shall document the cashboxes being removed from the Division inventory for testing and replaced with spare empty cashboxes by completing the Cashbox Audit/Cashbox Replacement Record, form MAINT-156, (**attachment #15**) noting Division number, date, bus numbers, and cashbox numbers.

- 12.8 While observing the vaulting process, the Inspector shall visually inspect the interior of the fareboxes/cashbox cavities for damaged slides or exposed media. The Inspector shall immediately report all defects and/or exposed media to the Division Supervisor.
- 12.9 Inspector shall have Vaulter immediately place all exposed (loose) media in the overflow farebox in the vault house.
- 12.10 Inspector shall have Vaulter place damaged media that may jam the electronic farebox into a VP 3157 envelope (PN 03118-09180). Inspector shall have Vaulter write on the envelope the Division number, bus number, farebox number, date, time, employee badge number, and amount. Inspector shall have Vaulter put the envelope in the dropbox on the cashbox locker.
- 12.11 Inspector shall attach the original of the Cashbox Audit/Cashbox Replacement Record, form MAINT-156, (**attachment #15**) to the cashbox cart and give one copy to the Division Supervisor. The Inspector shall leave the cashbox cart in the vault house for later transport to the CCCO by a vault truck.
- 12.12 Inspector shall report any suspicious or unusual circumstances to the Division Supervisor and Inspector's immediate supervisor.

### 13.0 GLOSSARY

**Bad Order Tag (B.O.) (attachment #7):** A yellow Unit Repair Tag that documents relevant information and is attached with wire to a defective/malfunctioning farebox part/module or cashbox.

**Bill vault:** Container inside a TVM that holds the paper currency deposited by patrons.

**B.O. Farebox Repair Lane:** A well-lit temporary storage lane designated at each Division where buses with B.O. (defective/malfunctioning) fareboxes can be placed, secured, and monitored closely by Division supervision until repaired

**Buses Not Probed Report (attachment #12):** The report printed from the DCRE computer after the last bus pull-in of the evening, but before 3:00 a.m., that identifies all of a Division's buses that were not probed that day.

**Cart:** Movable cart used to lock and transport bus cashboxes and rail bill/coin vaults in a vault truck.

**Cashbox:** A secured metal box which is a component of the bus farebox and holds deposited fares. Coins and tokens are held in one compartment and bills are held in a separate compartment.

**Cashbox Audit/Cashbox Replacement Record (attachment #15):** Form used to document by bus number the cashboxes removed for sampling and the empty cashboxes installed when the Revenue Compliance Team audits fareboxes and cashboxes.

**Central Cash Counting Office (CCCO):** The location where all mobile safes are emptied and the respective tokens and cash are counted and processed, and where fares retrieved from TVMs are counted and processed.

**Central Control Facility (CCF):** Personnel located at Imperial Station who control the rail systems.

**Cocking:** The process of arming a mobile safe to allow its insertion into a receiver vault.

**Coin vault:** Container inside a TVM that holds the coins deposited by patrons.

- Cranking:** The process of using a special compactor wrench to compact fare media dumped into a mobile safe to make space for fare media from additional cashboxes to be dumped into that mobile safe.
- Daily Farebox Key Log, form MAINT-27, (attachment #9):** Log used at each Division to track issuance and return of the DCRE Probe Extension cable.
- Daily Vaulting Checklist (attachment #8):** The form completed by the Division Supervisor to ensure that all required vaulting activities are completed.
- Data Collection and Reporting Equipment (DCRE):** A personal computer housed at a Division that collects farebox revenue data and operating information for uploading to the MTA mainframe computer during end-of-day processing. The DCRE also provides certain real time maintenance and probe operation reports at the Division level.
- Division:** The location at which bus operators receive their assignments and buses. The MTA currently has twelve operating bus Divisions.
- Dumping:** The process of transferring fare media from a cashbox to a mobile safe using a receiver vault as a transfer device.
- EFCS Daily Key Log, form OPS-3, (attachments #10 and #11):** The form kept on a clipboard outside the double-lock box at each Division on which the Supervisor logs for each shift the time of issuance and return of each EFCS key (B, C, D, E, ED, and F keys).
- Electronic Farebox:** A farebox that collects and registers paper currency, coins, and tokens deposited as fare. A record of the registered fares is created until the bus run's end when the data are probed and the fares are vaulted.
- Electronic Farebox Collection System:** The system of fareboxes, cashboxes, mobile safes, and receiver vaults manufactured by Cubic through which fare revenue is received and collected.
- End-of-Day Processing:** The activity that "cuts off" the accumulation of Division probe information for the day and updates various database files for report generation. This process is performed only when the vault truck arrives at the Division to transport the bus revenue to the CCCO. Probing and vaulting are suspended during the end-of-day processing.

Fare Media: Coins, paper currency, passes, transfers, and tokens.

Farebox/Cashbox Inventory Record (**attachments #4, #5, and #6**): A multi-page form on which is logged by bus number, for all buses at a Division, all fareboxes and cashboxes by serial number and the date of installation.

Farebox/Cashbox Replacement Record (**attachment #3**): An inventory control record which captures by bus number the date of removal, installation, and distribution of replaced fareboxes and cashboxes, and the reason such as repair replacement, retirement, or purchase.

Farebox Component Inventory, form FCS-5, (**attachment #13**): Record by serial number of spare farebox components stored at each Division and defective components being sent to the Revenue Equipment Maintenance Repair Facility for repair.

Farebox Revenue: Cash and tokens deposited in the farebox by passengers.

Genfare, Inc. (GFI): The company currently contracted to service and maintain rail Ticket Vending Machines.

Hopper: Coin container inside a TVM used to dispense change to patrons.

House Key Ring: Ring containing all keys used at a Division except for EFCS keys.

Information and Technology Services (ITS): The MTA department responsible for MTA computer, telephone, radio, security, and public address systems.

Locker: The fixed rack in a vault house which holds twelve cashboxes individually and separately locked.

Mobile Safe: A safe into which is transferred (dumped), using a receiver vault as a transfer device, the contents of a maximum of 75 (seventy-five) cashboxes. The safe is mobile and transported to and from the CCCO on a vault truck.

Mobile Safe Activity Log, form CCCO MS-1, (**attachment #14**): The form that tracks the assignment by the CCCO of empty mobile safes delivered to the Divisions and the retrieval of full mobile safes picked up from the Divisions along with their beginning and ending meter readings.

**Module:** Farebox components consisting of bill module, coin module, power supply board, processor board, keypad, E-lock, and cashbox.

**Operations Control:** Dispatch centers at the Union Station Gateway building, for bus operations, and the Central Control Facility, for rail operations.

**Preventive Maintenance Program:** The 30-day and 6,000 mile schedule, coinciding with the regular bus maintenance cycle, of inspection, cleaning, lubrication, and lamp replacement prescribed by the Cubic© *Maintenance Manual for Farebox System* (MM-803) to reduce corrective maintenance and ensure optimum reliability of the farebox operation.

**Probe:** A wand-like device that is inserted into the farebox to allow probing activity.

**Probing:** The activity by which operating and revenue data are transferred from the farebox to the DCRE. This activity releases the cashbox for vaulting.

**Receiver Vault:** A stationary vault used as a transfer device to transfer the contents of a cashbox into a mobile safe. Typically, there are four receiver vaults permanently housed at a Division.

**Regional Rebuild Center (formerly known as Central Maintenance Facility):** The MTA's major maintenance facility that provides major bus mechanical and body work, electronic equipment repairs and maintenance, and central inventory parts warehouse.

**Revenue Equipment Maintenance Repair Facility (a.k.a. Farebox Repair Depot):** The high-security facility at Vernon Yard where fareboxes, receiver vaults, mobile safes, and TVM components are repaired and parts are stored.

**Revenue Protection Detail:** A team comprised of Transit Police detectives that protects MTA revenue by focusing on detection and prevention of fraud, conspiracy, and/or embezzlement.

**Supervision Control and Data Acquisition (SCADA):** Real-time monitoring and reporting TVM security system.

**Supplemental Inspection Form/Farebox Inspection, form MAINT-32, (attachment #17):** Checklist used by Mechanics and RMTs during PMP inspections of fareboxes.



**Tekpak (bill and coin):** Sliding module inside a TVM that includes a verifier and is used for servicing the TVM bill and coin vaults.

**Ticket Vending Machine (TVM):** The machine located at each rail station that dispenses rail tickets.

**Tripper:** A driving assignment that is shorter than a run.

**Vault house:** The secured area at a Division where probing and vaulting activities are performed. Typically, two receiver vaults are stationed in each vault house and there are two vault houses at each Division.

**Vaulting:** The activity by which farebox revenue is transferred (dumped) from the cashbox to the mobile safe by use of a receiver vault as a transfer device.

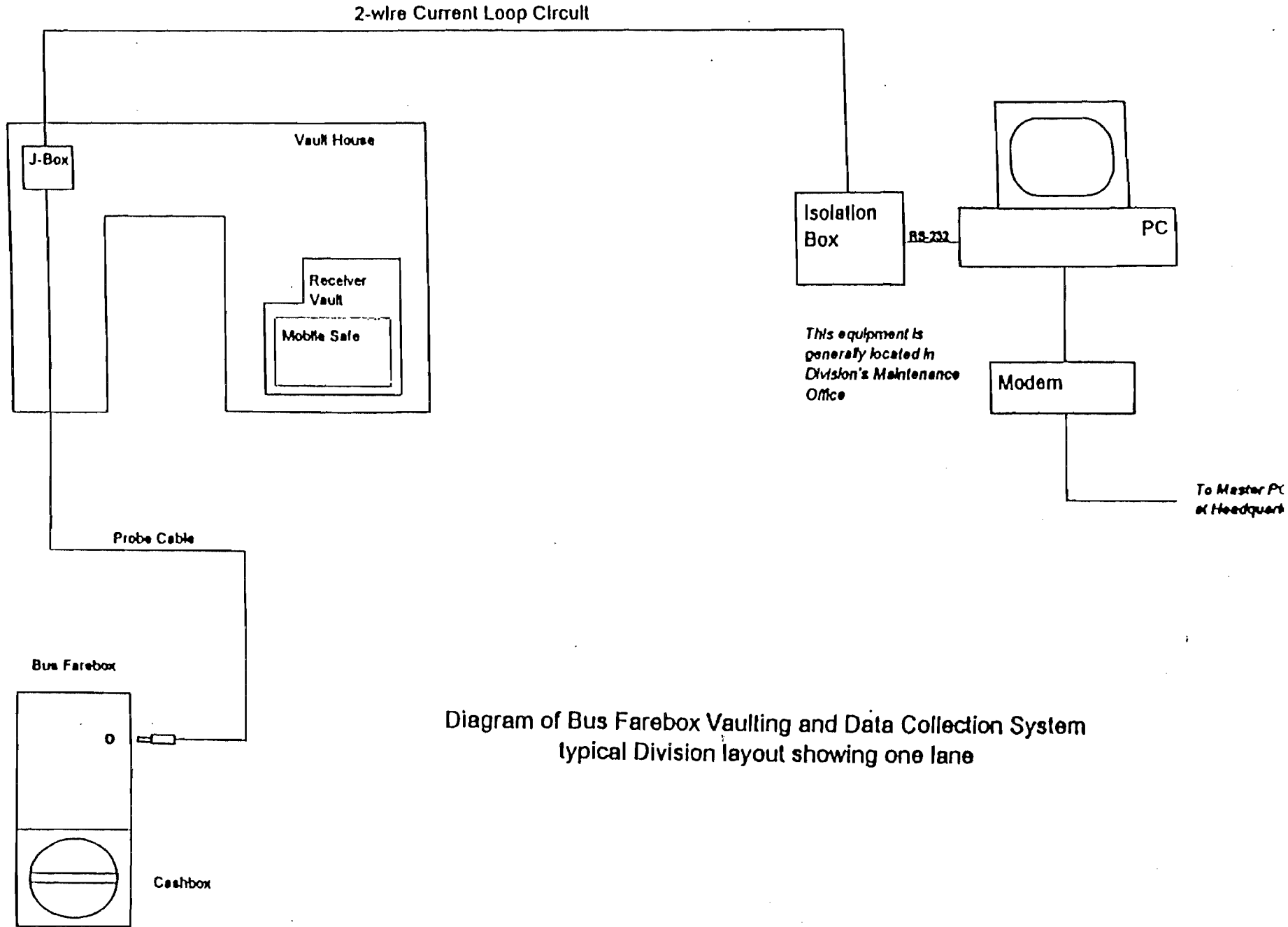
**Vault Sheet/Safe Manifest, form OPS-1, (attachment #2):** A summary sheet that captures the cashbox number and respective bus number of each cashbox dumped into a specific mobile safe through a specific receiver vault.

**Vault Truck:** An MTA armored truck that transports full mobile safes and jammed cashboxes from the Divisions to the CCCO, and delivers empty mobile safes and cashboxes to the Divisions from the CCCO.

**Vendstar Maintenance Report (attachment #16):** GFI form used to report and track TVM maintenance.

**Vernon Yard:** The location on Pacific Boulevard in the city of Vernon where the Revenue Equipment Maintenance Repair Facility is currently housed.

ATTACHMENT # 1





# MTA FAREBOX/CASHBOX REPLACEMENT RECORD

TO: SERVICE OPERATIONS DIRECTORS AND/OR MANAGERS

DIVISION NO.: \_\_\_\_\_

DATE: \_\_\_\_\_

BUS NO.: \_\_\_\_\_

FAREBOX NUMBER REMOVED: \_\_\_\_\_

FAREBOX NUMBER INSTALLED: \_\_\_\_\_

CASHBOX NUMBER REMOVED: \_\_\_\_\_

CASHBOX NUMBER INSTALLED: \_\_\_\_\_

REASON ITEM/ITEMS REPLACED: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

WHAT WAS DONE WITH ITEM/ITEMS REMOVED:

FAREBOX: \_\_\_\_\_

CASHBOX: \_\_\_\_\_

ACCOMPLISHED BY  
SUPERVISOR: \_\_\_\_\_

(PRINT NAME)

(SIGNATURE)

Original: Division File  
Copy: Revenue Equipment Maintenance

## FAREBOX AND CASHBOX INVENTORY

- Each Service Operations Director/Manager shall maintain an inventory of all cashbox and farebox serial numbers by bus number.
- The cashbox serial number is located on the face of the box just above and to the right of the release handle.
- The farebox serial number is located on the back of the box just above the cashbox.
- Inventory must be updated:
  - 1) when a farebox is installed, removed, or replaced in a bus
  - 2) when a cashbox is replaced in a farebox.All inventory updates must be verified by the Supervisor or acting Supervisor on the Farebox/Cashbox Replacement Record (Attachment #3). This form also serves as the initiator form for updating the inventory.
- The Service Operations Director/Manager shall maintain a copy of the inventory secured in his/her office and shall conduct a random audit of the inventory at least once per month. This task may be delegated to a Supervisor who shall report the results of the audit to the Director/Manager.

**ALL BUSES, FAREBOXES, AND CASHBOXES SHALL BE ACCOUNTED FOR.**

**Attachments #5 and #6 of this procedure are the Inventory Record forms to be used.**

# MTA FAREBOX/CASHBOX INVENTORY RECORD

DIVISION NO.: \_\_\_\_\_ DATE INITIATED: \_\_\_\_\_

ACCOMPLISHED BY: \_\_\_\_\_  
(PRINT NAME) (SIGNATURE)

MANAGER REVIEW: \_\_\_\_\_  
(PRINT NAME) (SIGNATURE)

BUS NO:	INITIAL #	CHANGE 1	CHANGE 2	CHANGE 3	CHANGE 4	CHANGE 5
DATE						
FAREBOX						
CASHBOX						

BUS NO:	INITIAL #	CHANGE 1	CHANGE 2	CHANGE 3	CHANGE 4	CHANGE 5
DATE						
FAREBOX						
CASHBOX						

BUS NO:	INITIAL #	CHANGE 1	CHANGE 2	CHANGE 3	CHANGE 4	CHANGE 5
DATE						
FAREBOX						
CASHBOX						

BUS NO:	INITIAL #	CHANGE 1	CHANGE 2	CHANGE 3	CHANGE 4	CHANGE 5
DATE						
FAREBOX						
CASHBOX						

BUS NO:	INITIAL #	CHANGE 1	CHANGE 2	CHANGE 3	CHANGE 4	CHANGE 5
DATE						
FAREBOX						
CASHBOX						

BUS NO:	INITIAL #	CHANGE 1	CHANGE 2	CHANGE 3	CHANGE 4	CHANGE 5
DATE						
FAREBOX						
CASHBOX						

BUS NO:	INITIAL #	CHANGE 1	CHANGE 2	CHANGE 3	CHANGE 4	CHANGE 5
DATE						
FAREBOX						
CASHBOX						

BUS NO:	INITIAL #	CHANGE 1	CHANGE 2	CHANGE 3	CHANGE 4	CHANGE 5
DATE						
FAREBOX						
CASHBOX						

BUS NO:	INITIAL #	CHANGE 1	CHANGE 2	CHANGE 3	CHANGE 4	CHANGE 5
DATE						
FAREBOX						
CASHBOX						

BUS NO:	INITIAL #	CHANGE 1	CHANGE 2	CHANGE 3	CHANGE 4	CHANGE 5
DATE						
FAREBOX						
CASHBOX						

BUS NO:	INITIAL #	CHANGE 1	CHANGE 2	CHANGE 3	CHANGE 4	CHANGE 5
DATE						
FAREBOX						
CASHBOX						

## DEFECTIVE FAREBOX PARTS

### COMPLETING A BAD ORDER (YELLOW) TAG

To ensure accurate tracking and repair, the following steps shall be taken each time a defective farebox part or module is identified. These steps also apply to cashboxes, whether empty or containing revenue.

1. Attach a "Bad Order" tag to the defective part using the wire tie. Document the following information, in ink, on the tag:
  - Division number
  - Date
  - Part serial number
  - Farebox serial number
  - Employee badge
  - Description of defect
  
2. Lock defective cashboxes in the cashbox locker in the vault house using a PPS-32 padlock. Indicate the defective cashbox numbers on the same Vault Sheet/ Safe Manifest as the emptied cashboxes. The defective cashboxes will then be transported along with the mobile safes to the Central Cash Counting Office by the Vault Truck Operator.
  
3. Lock all other parts in the secured area designated for farebox parts storage at each division until exchanged by the revenue technician.



## DAILY VAULTING CHECKLIST (D.V.C.)

DIVISION: \_\_\_\_\_

DATE: \_\_\_\_\_

SHIFT: \_\_\_\_\_

- This Checklist is to be used by the Division Supervisor/Acting Supervisor on each shift when one or more vault houses are open for the purpose of vaulting coaches. This shall be accomplished seven days per week.
- Vaulting supervision responsibilities are described in detail in the 1997 *Revenue Collection Manual*, Section 5. All Operations Supervisors and Managers are required to be familiar with all items in this Manual.
- Each Supervisor shall submit a completed and signed D.V.C. to the Service Operations Manager. The Manager shall review, follow-up where necessary, and file this document for a minimum of 30 (thirty) days in a secure office area.
- Use a Trouble Ticket to fax all defects to the Revenue Maintenance Trouble Desks at either:

2 a.m. - 2 p.m. (213) 583-3392 Vernon Yard

2 p.m. - 2 a.m. (213) 972-7778 Div. 2 Depot

NOTE: FIVE PPS-32 AND SIX DIVISION CASHBOX LOCKER PADLOCKS PER VAULT HOUSE MUST BE ACCOUNTED FOR AT ALL TIMES.

### DAILY VAULTING CHECKLIST

• **All Shift Supervisors**

Vaulting Requirements

- Sign for all necessary EFCS keys \_\_\_\_\_
- Check each Safe Manifest - Current & Complete \_\_\_\_\_
- Check all receivers light operation (test button) \_\_\_\_\_
- Check all receivers for loose lids \_\_\_\_\_
- Report loose lids to T.P. (2-6111)
- Keep vault houses and area clean and free of unauthorized items \_\_\_\_\_
- Check vaulter(s) for proper attire \_\_\_\_\_
- Alternate vaulters and vault houses daily \_\_\_\_\_
- Check operation of closed circuit T.V. monitors \_\_\_\_\_

Post Vaulting Requirements

- Lock probe and cranks in receiver chamber \_\_\_\_\_
- For each receiver with more than 75 dumps, explain reason on that manifest \_\_\_\_\_
- Activate alarm(s) \_\_\_\_\_
- Lock all doors, including roll-up \_\_\_\_\_

• **Shift Two Only**

- Test each receiver for proper operation \_\_\_\_\_
- Have vaulter probe and vault overflow farebox in each vault house \_\_\_\_\_

• **Shift Three Only**

- Prepare "Buses Not Probed" report per Section 5.53 of the Manual. \_\_\_\_\_

I have read and understand side 1 and I have performed the checklist and necessary follow-up for each item on side 2 of this document.

Supervisor Signature \_\_\_\_\_ Badge # \_\_\_\_\_

# LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY DAILY FARE BOX KEY LOG

Division \_\_\_\_\_

Date \_\_\_\_\_

TIME ISSUED	KEY NUMBER	RECEIVED BY SIGNATURE AND BADGE NO.	TIME RETURNED	RETURNED TO SIGNATURE AND BADGE NO.

TIME ISSUED	KEY NUMBER	SUPERVISOR SIGNATURE AND BADGE NO.	TIME RETURNED	RETURNED TO SIGNATURE AND BADGE NO.

TIME ISSUED	KEY NUMBER	RECEIVED BY SIGNATURE AND BADGE NO.	TIME RETURNED	RETURNED TO SIGNATURE AND BADGE NO.



Electronic Fare Collection Systems (EFCS)

DAILY KEY LOG

DATE \_\_\_ / \_\_\_ / \_\_\_

DIVISION \_\_\_\_\_

- 1) Only one (1) EFCS Key may be signed out in each box below
- 2) The Employee who signs for the EFCS Key is 100% responsible for it
- 3) The EFCS Key must be returned at the conclusion of the shift
- 4) Do Not put this form in the EFCS key vault

INSPECT KEY FOR DAMAGE AND TAMPERING BEFORE EACH TRANSACTION

Key			Maintenance		Transportation	
Number	Time		Name	Badge	Name	Badge
	Out					
		AM/PM				
	In					
		AM/PM				
	Out					
		AM/PM				
	In					
		AM/PM				
	Out					
		AM/PM				
	In					
		AM/PM				
	Out					
		AM/PM				
	In					
		AM/PM				
	Out					
		AM/PM				
	In					
		AM/PM				
	Out					
		AM/PM				
	In					
		AM/PM				

# ELECTRONIC FARE COLLECTION SYSTEM (EFCS)

## DAILY KEY LOG (OPS-3)

- The Electronic Fare Collection System (EFCS) Key Log (Attachment #10) is a daily log and represents 24 hours of activity. Each day at the beginning of (Maintenance) 1st shift, a new form must be generated by the division dispatcher. The division number and the date must be entered in the appropriate spaces.
- All EFCS key activity in or out of the double-lock box must be signed for on this log by the supervisor in charge of the Maintenance shop, witnessed and verified by the division dispatcher on duty. Both parties shall sign and indicate their badge number in the appropriate spaces on the log.
- At the completion of 3rd shift of that date, the division dispatcher shall review the log for completeness and accuracy assuring that all keys have been returned and signed in.
- The division dispatcher shall then send the *white* original of the completed log to: Transit Police, Revenue Protection, Union Station Gateway, Level P-1.
- The *yellow* copy shall be filed in the Service Operations Director/Manager's office for a minimum of 30 calendar days.
- Each key shall be listed by serial number only.
- The active log must be kept on a clipboard and displayed outside near the double-lock box for spot inspection by managers, auditors, Transit Police, or inspectors.
- The supervisor who signs for a key is responsible for that key.
- Additional instructions are written at the top of the form.

## COMPLETING THE "BUSES NOT PROBED" REPORT

1. Print the "Buses Not Probed" report from the DCRE computer (choice #6) after the last coach pull-in of the evening, but before 3:00 a.m. and before the Vault Truck Operator initiates the End-of-Day process.
2. Identify all coaches that were in service that day by eliminating all hold, @ RRC, @ foreign division, and spare coaches.
3. Visually check the farebox of any remaining coaches for:

A. Revenue in the farebox.

Press the "A" then "HOLD" buttons on the farebox keypad. If the display shows a daily total other than \$0.00, the coach must be probed/vaulted before it is returned to service. The Service Operations Director/Manager must also be notified so proper follow-up and action may be taken concerning how and why the coach entered the yard with revenue.

B. Wrong coach I.D.# in the farebox memory.

Press the "B" then "HOLD" buttons on the farebox keypad. "FB #" will flash followed by four numbers. In order for the probing system to recognize the coach as being vaulted, those numbers must match the coach number in which the farebox is located. If they do not match, generate a defect card and tripper the coach for the farebox technician. It is not necessary to hold a coach for this reason.



DIVISION \_\_\_\_\_ FAREBOX COMPONENT

INVENTORY

PART	SERIAL #	SERIAL #	B.O. TO REGIONAL SHOP		
			Good (BLUE)	Bad (YELLOW)	@ Depot (REPAIRS)
BILL MODULE	_____	_____			
BILL MODULE	_____	_____			
BILL MODULE	_____	_____			
BILL MODULE	_____	_____			
COIN MODULE	_____	_____			
COIN MODULE	_____	_____			
COIN MODULE	_____	_____			
COIN MODULE	_____	_____			
PROCESSORS	_____	_____			
PROCESSORS	_____	_____			
PROCESSORS	_____	_____			
PROCESSORS	_____	_____			
PWR SUPPLY	_____	_____			
PWR SUPPLY	_____	_____			
PWR SUPPLY	_____	_____			
PWR SUPPLY	_____	_____			
KEYPADS	_____	_____			
KEYPADS	_____	_____			
KEYPADS	_____	_____			
KEYPADS	_____	_____			
E-LOCKS	_____	_____			
E-LOCKS	_____	_____			
E-LOCKS	_____	_____			
E-LOCKS	_____	_____			
CASHBOX	_____	_____			
CASHBOX	_____	_____			
CASHBOX	_____	_____			
CASHBOX	_____	_____			
CASHBOX	_____	_____			
CASHBOX	_____	_____			

MISCELLANEOUS:

\_\_\_\_\_

TECHNICIAN

DATE

MOBILE SAFE ACTIVITY LOG

DATE \_\_\_\_\_

DIV. NO.	DELIVERED EMPTY SAFE NO.	PICKED UP FULL SAFE NO.	RECEIVER NUMBER	METER READING		MAINT. DIVISION SUPV. / BADGE NO.	VERIFIED C.C.C.O. SUPV. INITIAL
				START	END		
3305			501	/			
			502	/			
			503	/			
			504	/			
				/			
3307			701	/			
			702	/			
			703	/			
			704	/			
				/			
3302			201	/			
			202	/			
			203	/			
			204	/			
				/			

ATTACHMENT # 14

V.T. DRIVER'S SIGNATURE/BADGE NO. \_\_\_\_\_

C.C.C.O. SUPERVISOR'S SIGNATURE/BADGE NO. \_\_\_\_\_

ORIGINAL: CASHIER'S OFFICE  
CC: TRANSIT POLICE  
LOC. 35 (EL MONTE)  
C.C.C.O. FILE

REMARKS (i.e. problems) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



# MTA Cashbox Audit Cashbox Replacement Record

To: Deputy Service Operations Manager (DSOM)

Division No. \_\_\_\_\_

Date \_\_\_\_\_

Coach #	Cashbox Out	Cashbox In	Coach #	Cashbox Out	Cashbox In

Accomplished by

Team Leader: \_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
(Signature)

Team Members : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Attention DSOM:  
Please send copy to

- Revenue EMS, (mail stop 30-02-01)
- Farebox technician for updating of farebox I.D.



# SUPPLEMENTAL INSPECTION FORM

## FAREBOX INSPECTION

(6,000)

DIVISION \_\_\_\_\_

BUS NUMBER \_\_\_\_\_

Mechanic performing inspection MUST record badge number followed by applicable inspection notation: (use ink)

- (√) = Checked and OK
- (X) = Adjustment made
- (O) = Repair needed
- (S) = Safety item, bus held for repair(s)
- (N) = NA (Not Applicable To This Bus Type)

_____	Cash Box No.
_____	Farebox No.

(All Lubrication Requirements Are To Be Performed As Required. They Are Not To Be Re-lubricated Unless All Old Lubricant Has Been Removed.)

### 1. COIN MODULE

- \_\_\_ ( ) Clean Coin Sensor
- \_\_\_ ( ) Clean Viewing Window
- \_\_\_ ( ) Check Roller Wear
- \_\_\_ ( ) Dump Plate Movement
- \_\_\_ ( ) Jam Sensor

### 2. BILL MODULE

- \_\_\_ ( ) Belt Wear
- \_\_\_ ( ) Ram Operation
- \_\_\_ ( ) Belt Speed
- \_\_\_ ( ) Shaft/Bushing Interface
- \_\_\_ ( ) Drive Gears
- \_\_\_ ( ) Speed-up Roller Bevel Gear
- \_\_\_ ( ) Speed-up Roller Drive

### 3. UPPER CABINET

- \_\_\_ ( ) Bezels
- \_\_\_ ( ) Driver Display
- \_\_\_ ( ) Coin Override Mechanism
- \_\_\_ ( ) Top Cover Hinge \*
- \_\_\_ ( ) Top Cover Arm Pivot Points
- \_\_\_ ( ) Override Mechanism Assembly  
Pivot/Sliding Points
- \_\_\_ ( ) Bill Wedge

### 4. LOWER CABINET

(UPPER SECTION)

- \_\_\_ ( ) Brush & Vacuum Loose Dust
- \_\_\_ ( ) Security Slide Lock
- \_\_\_ ( ) Security Slide

### 5. LOWER CABINET

(LOWER SECTION, Cash Box Removal Required)

- \_\_\_ ( ) Brush Loose Dust
- \_\_\_ ( ) Vacuum Loose Dust
- \_\_\_ ( ) Rails and Sliding Surfaces

### 6. LUBRICATION

- \_\_\_ ( ) Dump Flap and Solenoid
- \_\_\_ ( ) Hopper Mechanism \*
- \_\_\_ ( ) Speed-up Roller Arm \*
- \_\_\_ ( ) Separating Roller \*
- \_\_\_ ( ) Motor Gears
- \_\_\_ ( ) Separating Roller Bevel Gear
- \_\_\_ ( ) Speed-up Roller Bevel Gear
- \_\_\_ ( ) Speed-up Roller Drive

\* Do Not Lubricate Unless Binding

Total Number of Defect Cards: \_\_\_\_\_ Mileage Since last Inspection: \_\_\_\_\_

Inspection Completion Date: \_\_\_\_\_

\_\_\_\_\_  
Mechanic (Name and Badge #)

\_\_\_\_\_  
Supervisor