South Carolina Department of Transportation

SCDOT

Electronic Toll Collection System & Related Services
For the
Cross Island Parkway Toll Facility
Hilton Head, South Carolina
Contract P.O.# 231709

TOLL COLLECTOR
USER MANUAL

Rev. 1.0

April 1998

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Lockheed Martin IMS

TOLL COLLECTOR USER MANUAL
Rev. 1.0

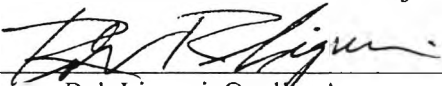*Prepared by:*

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Introduction

The Toll Collector User Manual is designed to assist the Toll Collector in the transition to the new application software being installed at the Cross Island Parkway Operations Building.

The document has been organized in the following manner:

Electronic Toll Collection System Overview

The following general System information is provided:

- Electronic Toll Collection System Overview - Chapter 1
- Electronic Toll Collection Equipment Overview - Chapter 2

Use of the New Software Applications as it relates to the General Duties & Responsibilities of the Toll Collectors

- General Duties & Responsibilities - Chapter 3

    ⇒ The Toll Collector is guided through the new software applications in connection with their duties and responsibilities within the facility. This has been accomplished by presenting detailed procedures in a step by step format, beginning with the start of a shift through the end of shift.

- Policies & Regulations - Chapter 4

- Login / Application Access / Exit Session - Chapter 5

Use of Windows Applications

For users that are inexperienced with computers and Windows applications, the following information is available:

- Using Windows Application - Chapter 6
- Using On-Line Help - Chapter 7

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1. Electronic Toll Collection System Overview

1.1 Description

The Cross Island Parkway Toll Facilities are open to traffic and staffed by Toll Collectors twenty-four (24) hours a day, seven (7) days a week. The Cross Island Parkway Electronic Toll Collection System is designed to accommodate the rigorous demands of peak traffic hours without delays in toll collection. The system operates without loss of data in any mode of operation.

1.2 Objectives

The objectives of the Cross Island Parkway Electronic Toll Collection System are to:

- Collect tolls quickly and efficiently

- Enable rapid traffic flow through the Plaza

- Prevent loss of revenue

- Provide on-line lane audits

- Provide a user-friendly environment for operating personnel

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1.3 Cross Island Parkway Plaza
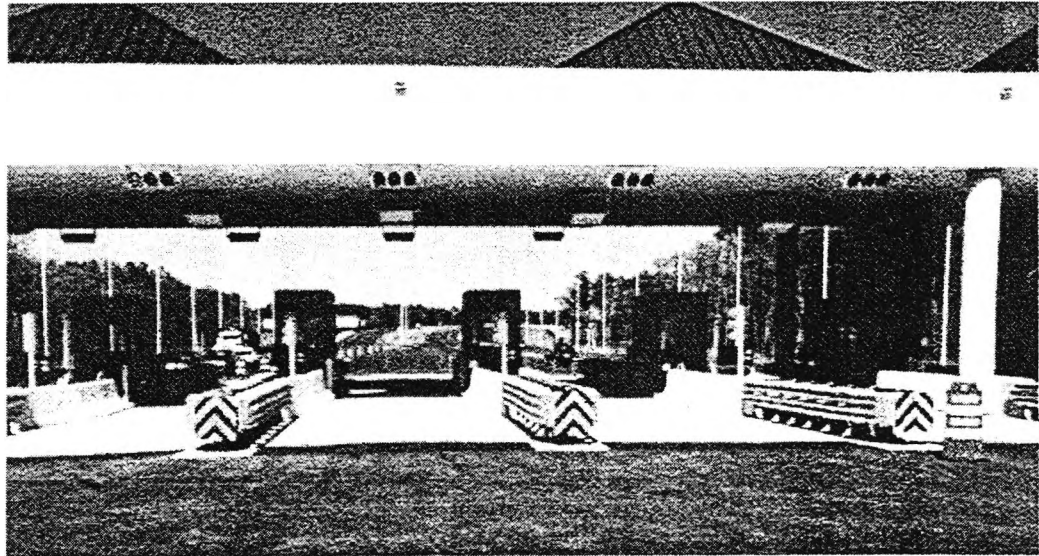
The Cross Island Parkway Plaza Operations Building houses the central equipment for the Cross Island Parkway Electronic Toll Collection System. It has twelve (12) operating toll collection lanes. Three physical lanes are bi-directional as indicated in the lane configuration type description. Tolls are collected by:

- Displaying a properly mounted AVI transponder
- Paying cash to the Toll Collector

1.3.1 Lanes / Configuration Types

Lane	Lane Configuration	Type
1	Attended AVI	AVI & MLT
2	Attended AVI	AVI & MLT
3	Attended AVI	AVI & MLT
4N	Attended AVI	AVI & MLT
4S	Attended AVI	AVI & MLT
5N	Attended AVI	AVI & MLT
5S	Attended AVI	AVI & MLT
6N	Attended AVI	AVI & MLT
6S	Attended AVI	AVI & MLT
7	Attended AVI	AVI & MLT
8	Attended AVI	AVI & MLT
9	Attended AVI	AVI & MLT

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1.4 Spanish Wells Road & Marshland Road

Spanish Wells Road and Marshland Road are single lane ramps. Both lanes are AVI / Automatic and unattended.

Lane	Lane Configuration	Type
10	AVI / Automatic	ACM & AVI
11	AVI / Automatic	ACM & AVI

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1.5 Toll Lane Configuration

1.5.1 Description

1.5.1.1 Cross Island Parkway Plaza

The following diagram is a plan view of a typical toll lane at the Cross Island Parkway Plaza. It is designed to show the location of the lane equipment.

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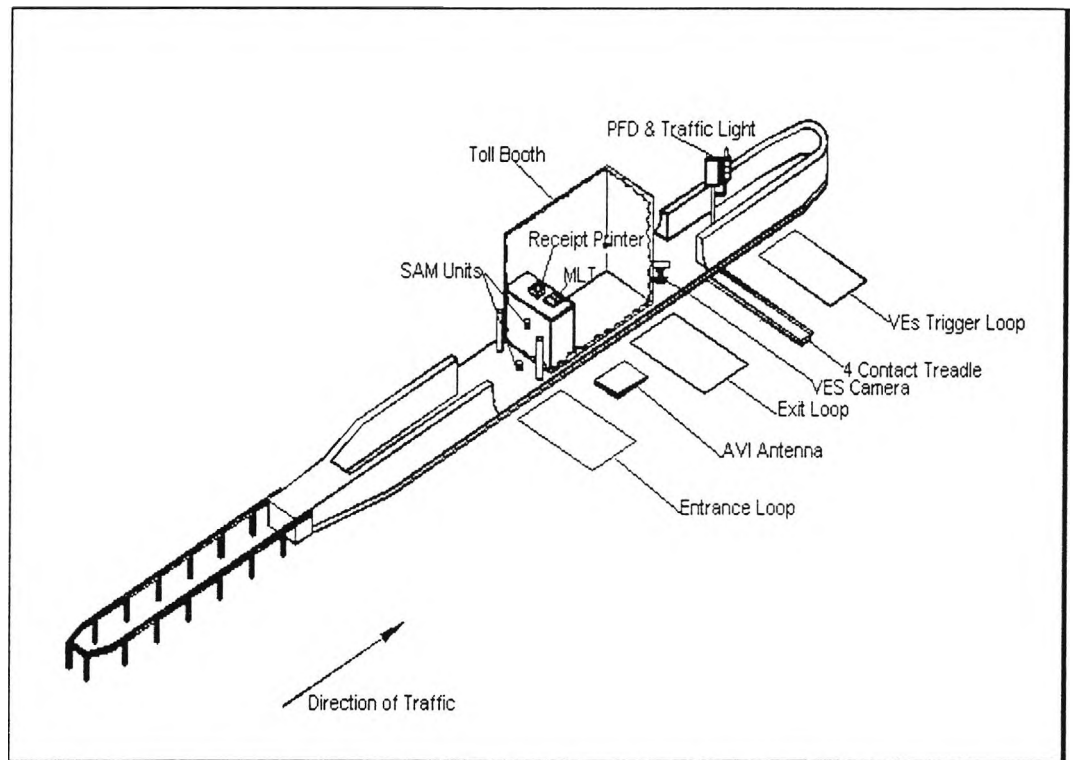
1.5.1.2 Spanish Wells Road and Marshland Road Ramps

The following diagram is a plan view of a typical toll lane at the Spanish Wells Road and Marshland Road Ramps. It is designed to show the location of the ramp equipment.

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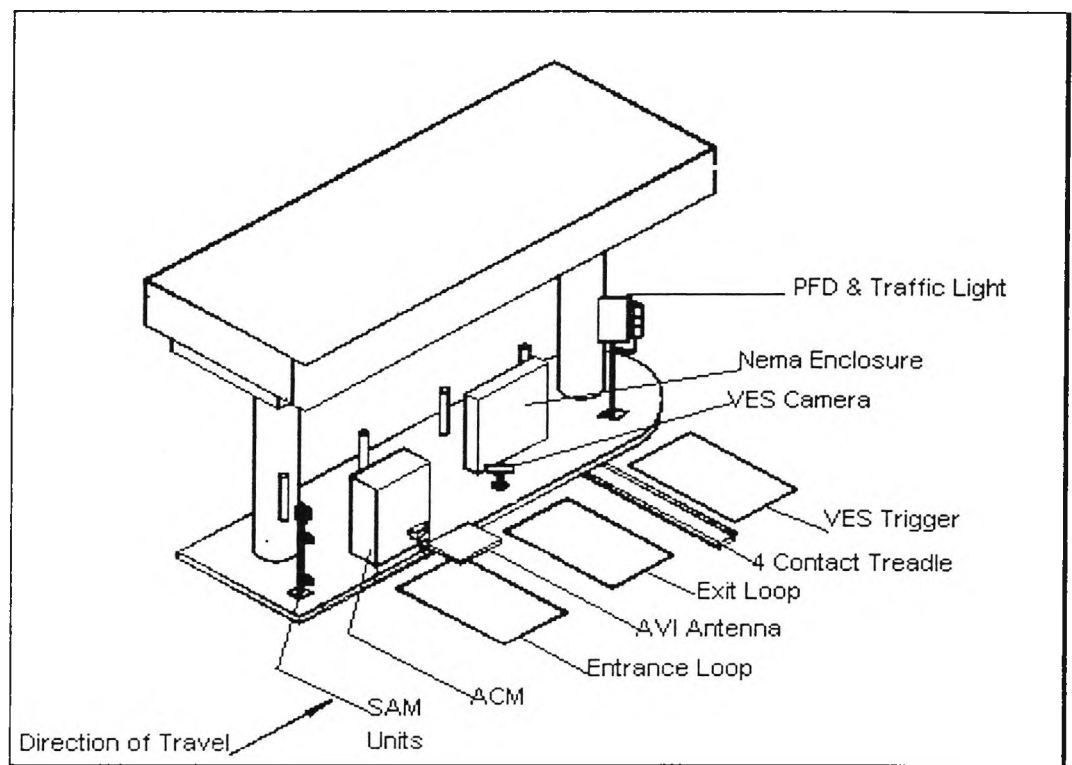
1.6 Toll Collection Process

1.6.1 Description

The following flow charts are representative of how and when the equipment is enabled in a toll collection lane when a vehicle passes through.

1.6.1.1 Attended AVI Process

PROCESS FLOW DIAGRAM
ATTENDED ETC MODE

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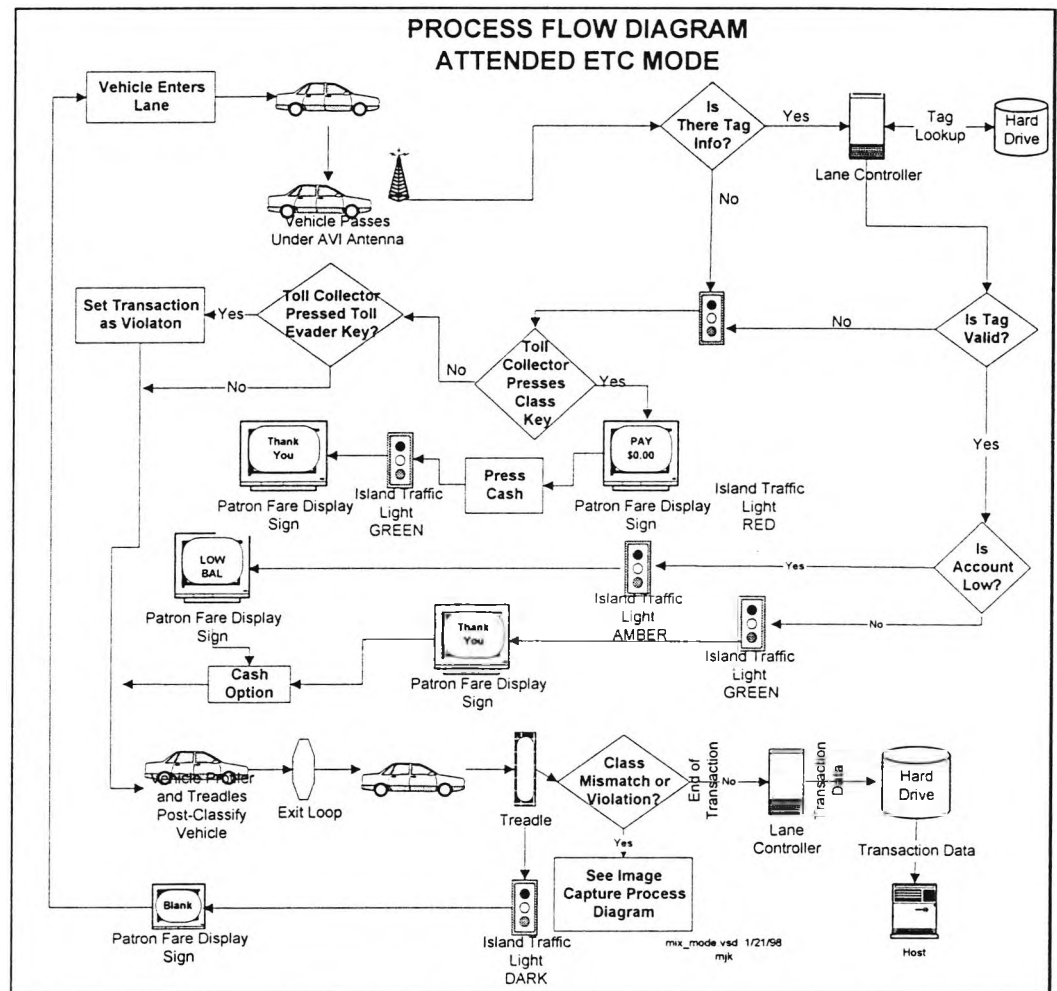
1.6.1.2   Dedicated AVI Process

PROCESS FLOW DIAGRAM
UNATTENDED AVI MODE
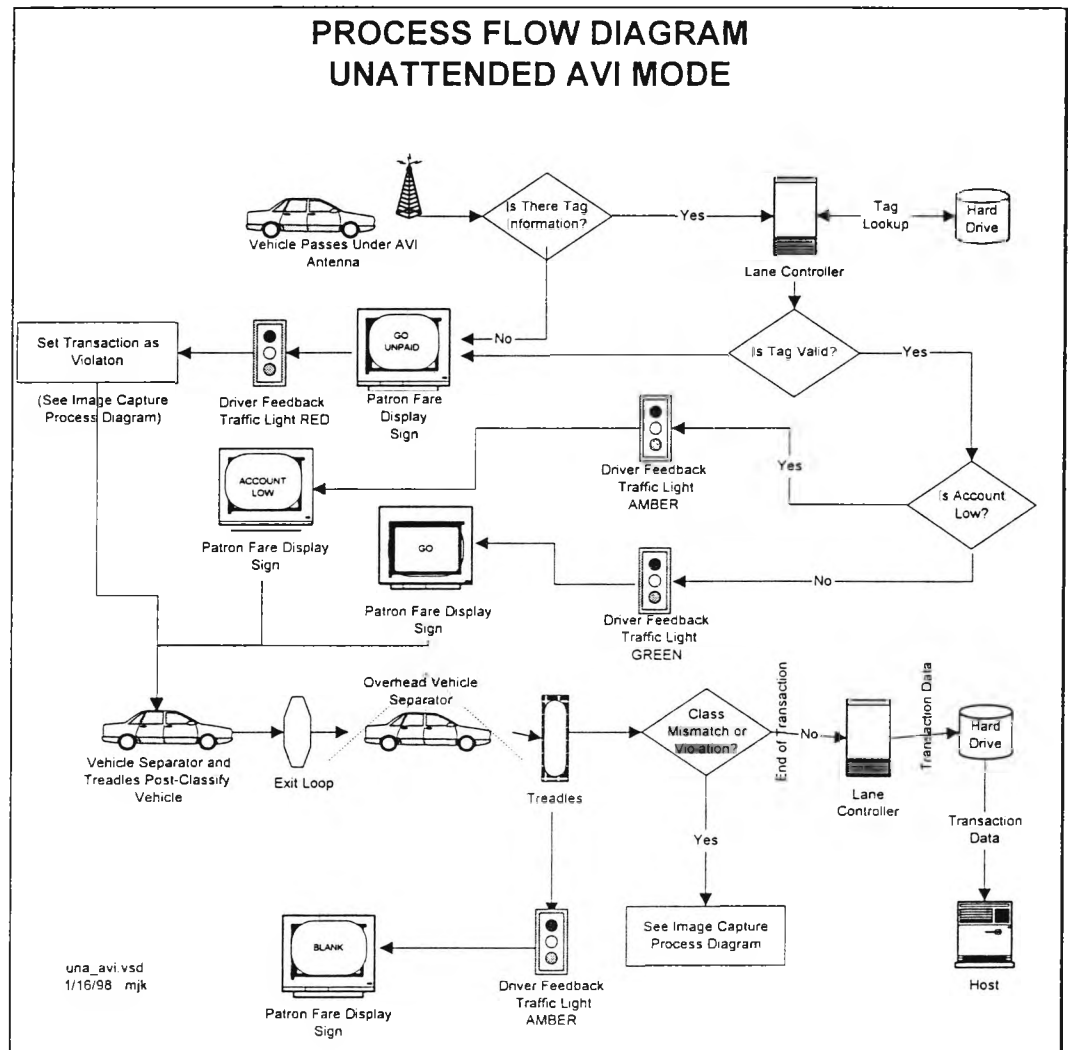
1.6.1.3 Manual Mode Process

PROCESS FLOW DIAGRAM
MANUAL MODE

Vehicle Enters Lane

Island Traffic Light RED

Toll Collector Presses Class Key

Patron Fare Display Sign

Island Traffic Light GREEN

Patron Fare Display Sign

Toll Evader Key Pressed?

Set Transaction as Violation — Yes

No

Treadles Post-Classify Vehicle

Exit Loop

Treadles

Class Mismatch or Violation?

End of Transaction — No

Lane Controller

Transaction Data

Hard Drive

Transaction Data

Yes

See Image Capture Process Diagram

Host

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1.7 Lane Types

The Cross Island Parkway Electronic Toll Collection System utilizes two types of lanes:

- Attended AVI
- AVI / Unattended / Automatic

1.7.1 Attended AVI / Manual

- Lanes are configured for both manual and AVI Toll Collection
- Automatic Coin Machines (ACM) can be added to these lanes at a future date

1.7.2 AVI / Unattended / Automatic

- Permit the customer to use either AVI or ACM payments
- The ACM collects tolls by means of an automatic coin machine mounted to the Toll Collector booth
- The customer swipes a credit card through a card reader and inputs a personal identification number on a keypad
- The AVI / Unattended / Automatic lanes may be operated as unattended only

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1.8   ETC Personnel Overview

1.8.1   Customer Service Representative

- Works at the Service Center selling the Palmetto Pass
- Updates / closes customer accounts
- Takes replenishments from customers
- Reviews violation images

1.8.2   Toll Collector

- Works in the toll booth, classifies vehicles, takes toll payments, gives receipts and directions to main landmarks
- Responsible for collecting and accounting for all toll payments received

1.8.3   Senior Toll Collector

- Works in the absence of the Plaza Shift Supervisor as required
- Works in the toll booth, classifies vehicles, takes toll payments, gives receipts and directions to main landmarks
- Responsible for collecting and accounting for all toll payments received

1.8.4   Account Clerk

- Prepares seed / device bags for Toll Collectors and Customer Service Representatives
- Counts and records deposits of toll collections from Toll Collectors and payments from Customer Service Representatives
- Prepares toll revenue for deposit
- Records all incoming and outgoing revenue transactions in the system
- Performs general office duties

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1.8.5 Application System Administrator

- Establishes system security controls for all personnel
- Updates and monitors system tables
- Monitors communications between Host and PC
- Performs backup, recoveries, and system connections

1.8.6 Maintenance Personnel

- Perform preventive maintenance
- Perform maintenance on the toll collection equipment
- Coordinate and monitor activities of maintenance subcontractors

1.8.7 Toll Operations Manager

- Responsible to the SCDOT for toll operations
- Ensures that toll payments are collected and revenue is accounted for
- Responsible for the complete oversight and operation of the toll plaza

1.8.8 Office Manager

- Performs Human Resources tasks as required
- Performs supervision of Service Center operations
- Reviews AVI revenue reports for inconsistencies
- Maintains inventory of all equipment and supplies

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1.8.9 Toll Superintendent

- Oversees the duties of Toll Collectors and Customer Service Representatives
- Performs non-routine activities and addresses customer inquiries
- Enters maintenance requests and follow up
- Monitors toll lane activity / Service Center activity

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2. Electronic Toll Collection Equipment Overview

2.1 AVI Equipment

Reader   RF Module   Antenna

To Lane Controller

Palmetto Pass AVI Tag
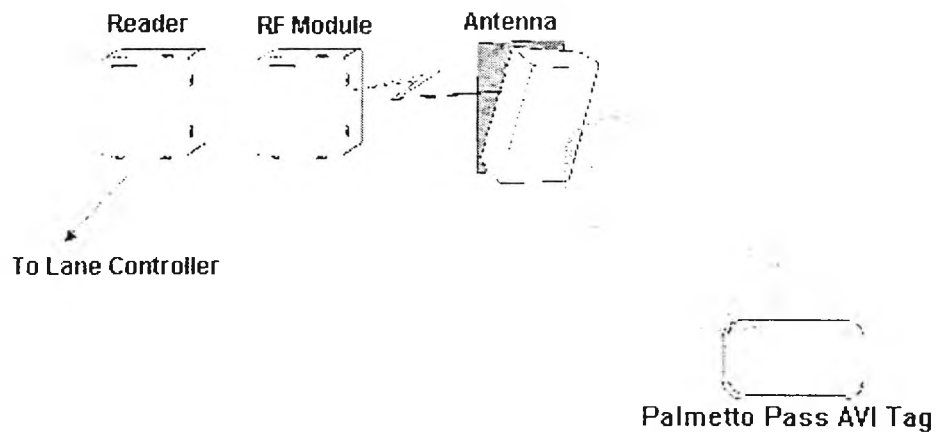
2.1.1 Description

The AVI subsystem consists of:

- AVI transponders (Palmetto Pass)
- Programming units
- Antenna, Radio Frequency (RF) Modules
- AVI reader devices

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2.1.2 Location in Lane / Plaza

- The AVI transponder is affixed to the patron's vehicle windshield or the front license plate. The patron can obtain a transponder from the Cross Island Parkway Service Center.

- The Programmer unit is located at the Service Center.

- The AVI antenna is located strategically in the lane so that it can capture the signal from the transponders.

- The RF module is located in the roadside AVI reader device cabinet.

- The AVI reader device is located in the roadside AVI reader device cabinet.

- The AVI equipment is located at the Cross Island Parkway Plaza, Spanish Wells Road ramp and Marshland Road ramp.

2.1.3 Purpose

- The transponder is the device that customers affix to either a windshield or front license plate. The device confirms a customer's account balance and decreases the account at each use by the amount of the toll.

- The programmer unit is used to enter an ID code into the transponder itself. This is done at the Service Center before issuing a transponder to the customer.

- The AVI antenna is mounted in the lane and is used to transmit and receive transponder class and account data. It interfaces with the RF module to read the signal that is sent from the transponder and sends it to the AVI reader device.

- The RF module interfaces with the AVI antenna and generates a continuous wave-signal off the antenna. When a vehicle bearing a transponder enters a lane and comes into range of the signal, the transponder detects and transmits a signal back to the antenna. The RF module accepts and transfers the return signal and sends it to the AVI reader.

- The AVI reader device reads information from the transponder mounted on the vehicle and transmits it to the Lane Controller for ID verification and sufficient account balance check. Once Lane Controller account verification is complete, the Lane Controller brings about the appropriate Patron Fare Display and Traffic Control Light (red, amber, or green).

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2.2 Automatic Coin Machines (ACM)

2.2.1 Description

- The Automatic Coin Machine (ACM) can be either freestanding or mounted on the side of a tollbooth. Collected coins are stored in an internal vault.
- An ACM is equipped with:
  ⇒ Patron "Payment Received" Fare Display screen
  ⇒ Coin Hopper
  ⇒ Escrow window which can hold up to ten (10) quarters

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2.2.2   Location in Lane / Plaza

- The ACM is mounted in a stand-alone cabinet.
- It is located only at the Spanish Wells Road and Marshland Road ramps.

2.2.3   Purpose

- The ACM can detect coin diameter, thickness, and metallic content.
- As coins are deposited, the Patron Fare Display decrements the initial toll due by the value of each coin deposited.
- The Patron Fare Display delivers toll messages to the patron.
- Once coins are processed, up to 10 quarters are held in the escrow window, then dropped into the internal vault in the lower section of the ACM cabinet.

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2.3   4 Contact Treadles
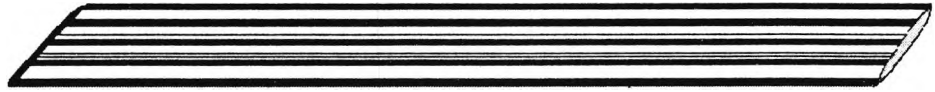
2.3.1   Description

Treadles are devices that are either 8' or 10' long and approximately 12" in width with either two or four contact treadles. The treadles used at the SCDOT are 4-contact.

Treadles are strategically embedded in the roadway in a toll lane and resemble black rubber pads.

2.3.2   Location in Lane / Plaza

Treadles are located at the exit of each toll lane.

Treadles are located at the entrance and exit of the bi-directional lanes.

2.3.3   Purpose

- Treadles classify a vehicle by registering the number of axles.
- Each exit lane has a four-contact treadle.
- The contact treadle detects forward and backward motion of a vehicle's tires as they cross the treadle.
- If a two-axle vehicle crosses the treadle in a forward motion, two forward axles are registered, and if a two-axle vehicle crosses the treadle in reverse, two reverse axles are registered.
- This is important for auditing purposes, particularly when there is a violation or unusual occurrence.

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2.4　Vehicle Detector Entry & Exit Loops
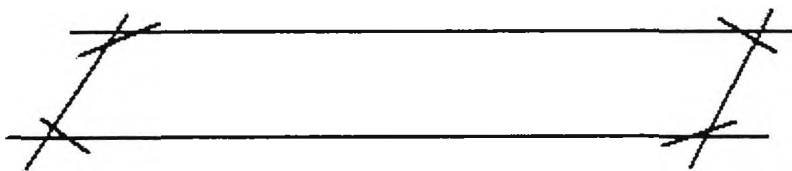
2.4.1　Description

- A Vehicle Detector Loop is a device that is embedded into the pavement that forms a closed circuit loop.
- The Vehicle Detector Loop's electronic properties change when a metallic presence is detected.
- The Vehicle Detector Loop is monitored by the vehicle loop detector and outputs a presence signal when it senses metal.

2.4.2　Location in Lane / Plaza

Vehicle Detector Loops are located:
- At the entrance and exit of multi-mode lanes
- At the exit of all lanes

2.4.3　Purpose

- When a vehicle enters the lane, the entry Vehicle Detection Loop enables various lane devices:
  - ⇒　The AVI equipment
  - ⇒　The Lane Controller, advising that there is a vehicle in the lane

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- When the vehicle exits over the **Exit Vehicle Detection Loop,** the following changes occur:

  ⇒ The island traffic light changes to red

  ⇒ The VES camera takes an image capture of the license plate

  ⇒ Lane signs return the lane to open status, ready for the next vehicle

2.5   Vehicle Separator Device — SAM Unit
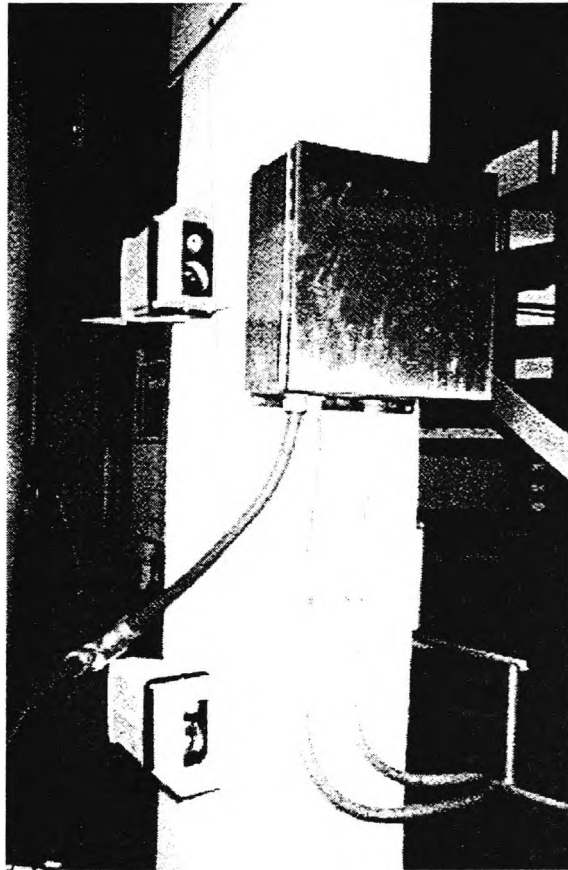
2.5.1   Description

Sensing and Activating Module (SAM) is an infrared laser device. The modulated laser light is transmitted across the toll lane and reflected back from any object that it views. The output is transmitted to the lane controller for processing.

The **SAM** is able to detect the following:

- Presence of a vehicle
- Direction of travel
- Velocity
- Height

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2.5.2   Location in Lane / Plaza

The **SAM** is located:

- In each multi-mode lane
- At the collection point of the toll lane

2.5.3   Purpose

- SAM detects the separation between vehicles.
- The data output is compared with the pre-classification information in the lane controller and ensures that the class of tag read matches the classification of the vehicle.

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2.6　Canopy Traffic Light (Red / Amber / Green)
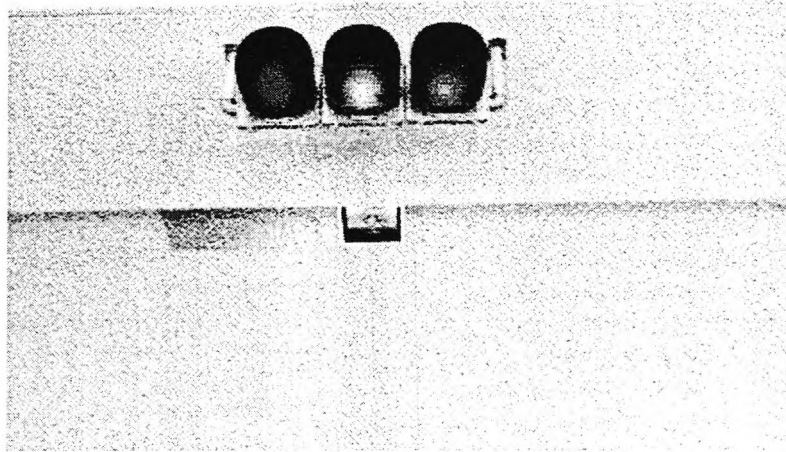
2.6.1　Description

The **Canopy Traffic Lights** are visual traffic control devices that consist of a RED, AMBER and GREEN light.

2.6.2　Location in Lane / Plaza

The Canopy Traffic Lights are located:

- Mounted on the Plaza Canopy above the toll lane
- Mounted on both the north and south sides of the canopy in the bi-directional lanes

2.6.3　Purpose

- The Canopy Traffic Light alerts approaching drivers as to the lane status
  ⇒ GREEN - OPEN for manual toll collection and AVI
  ⇒ Flashing AMBER - OPEN for AVI only
  ⇒ RED - CLOSED

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2.7 Island Traffic Signal
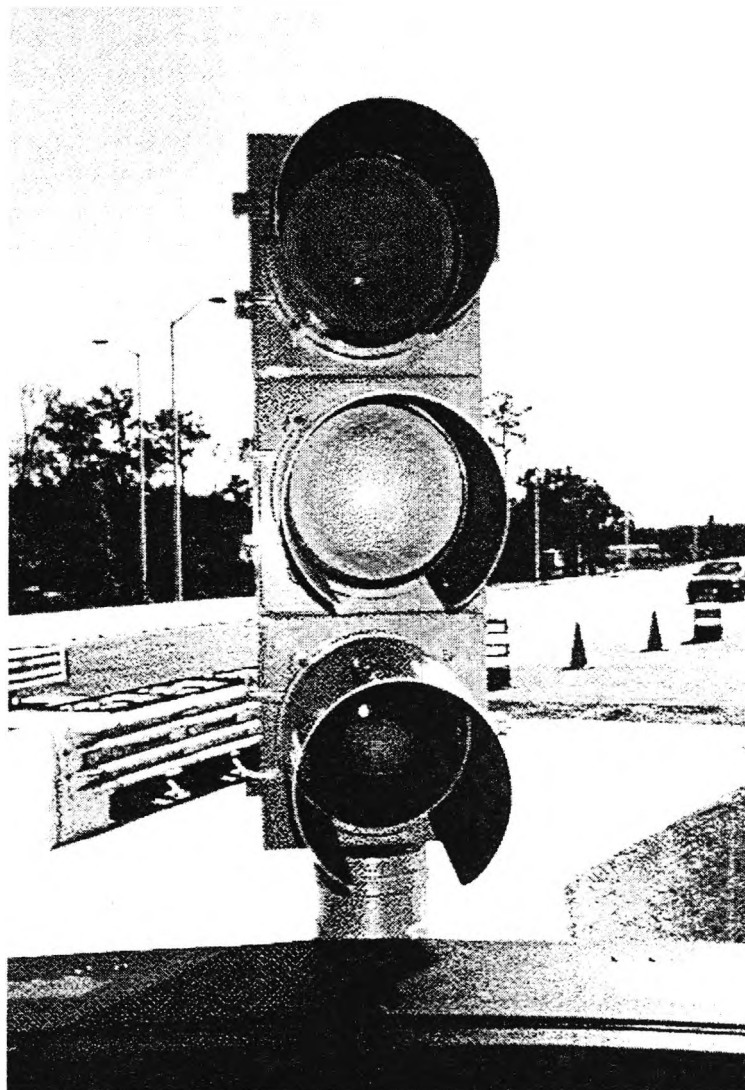
2.7.1 Description

- The Island Traffic Signal is a three-light visual, traffic control signal.
- The Island Traffic Signal consists of a RED light, an AMBER light, and a GREEN light.

2.7.2 Location in Lane / Plaza

The Island Traffic Signal is located at the end of each toll lane.

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2.7.3   Process

2.7.3.1   Cash Lanes

- The Island Traffic Signal is RED when a vehicle enters the lane.
- The GREEN light is triggered by a successful toll collection.
- The Island Traffic Signal turns RED again once the exit loop registers the vehicle's exit.
- The RED violation beacon and the sound alarm activate when a toll violation is registered.

2.7.3.2   AVI Dedicated Lanes

- The Island Traffic Signal is AMBER when a vehicle enters the lane.
- The GREEN light is triggered by a successful identification of the AVI Transponder.
- The Patron Fare Display notifies the user of a Low Balance or other problem with the AVI account.

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2.8   Patron Fare Display
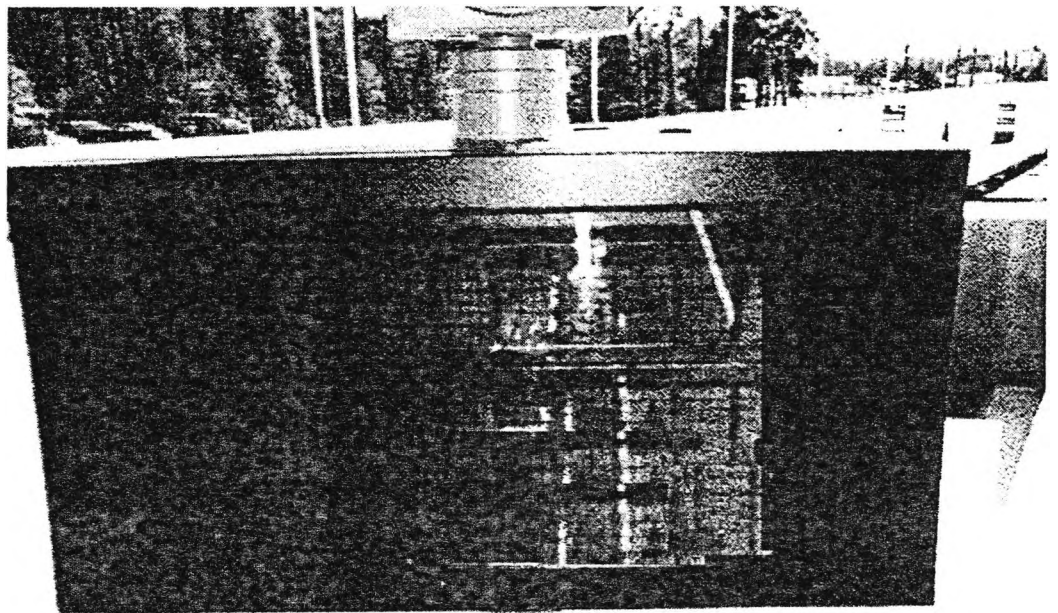
2.8.1   Description

- The **Patron Fare Display (PFD)** is a multi-flip. dot matrix display.
- The device uses magnetic fields and rotating magnetic disks to display messages.

2.8.2   Location in Lane / Plaza

The PFD is located on the left exit side of each toll lane.

2.8.3   Purpose

The **Patron Fare Display** indicates customer tolls in dollars and cents and exhibits certain messages:

⇒ "**Low Balance**" in the AVI lanes

⇒ "Thank You." The information displayed is determined by the signals sent from the lane controller.

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2.9   Lane Controller Cabinet
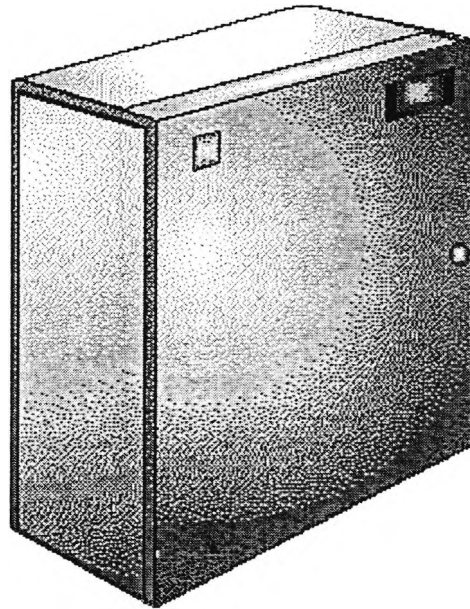
2.9.1   Description

- The **Lane Controller** consists of a Pentium 586 IBM compatible PC and various input and output devices.
- The PC is used to process all of the input data and generate outputs to the various lane devices such as the **Island Traffic Light**, etc.

2.9.2   Location in Lane / Plaza

The Lane Controller is located:

- In the tunnel under the Cross Island Parkway plaza.
- Within a standalone cabinet at the Spanish Wells Road and Marshland Road ramps

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2.9.3 Purpose

- The **Lane Controller** is the foundation of ALL message processing.
- The **Lane Controller** has customized software that controls the peripheral lane equipment.
- It is the processor which interfaces between the plaza computer and lane equipment
- The **Lane Controller** is responsible for monitoring activity in the lane and for providing the appropriate output signals to the lane equipment

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SC_DOT\UserManual\Rev_1.0\Toll_Coll\\Chap_2.doc   Electronic Toll Collection Equipment Overview • 2-15
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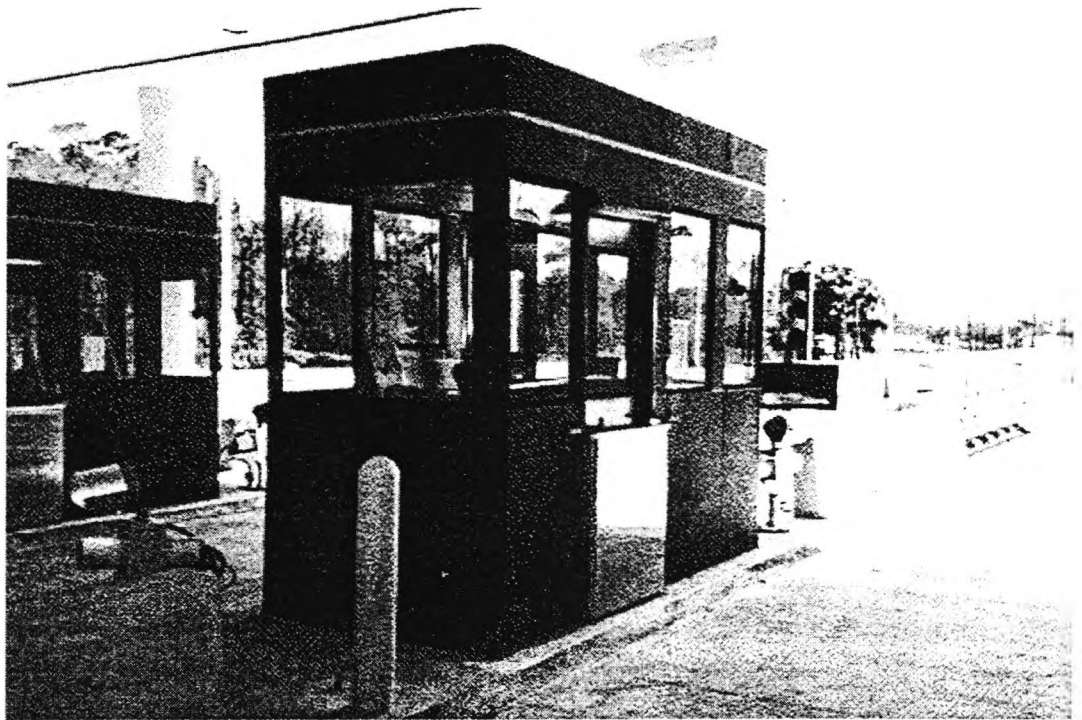
2.10 Toll booth

2.10.1 Description

- The **Toll booth** is the structure that houses the following toll collection equipment:
    - ⇒ Touchscreen
    - ⇒ Magnetic Swipe Card Reader
    - ⇒ Receipt printer
    - ⇒ cash drawer
    - ⇒ security alert system
    - ⇒ and all other equipment necessary to operate these lanes manually
- The **Toll booth** is constructed of stainless steel

2.10.2 Location in Lane / Plaza

- The **Toll booths** are located:
    - ⇒ In manual and mixed mode lanes
    - ⇒ On the islands at the collection point
    - ⇒ At the Cross Island Parkway plaza only

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Electronic Toll Collection Equipment Overview • 2-16

2.10.3   Purpose

- The **Toll booth** houses the Touchscreen and the Receipt Printer
- The **Toll booth** is where the Toll Collector is stationed during the working shift

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2.11 Magnetic Swipe Card Reader
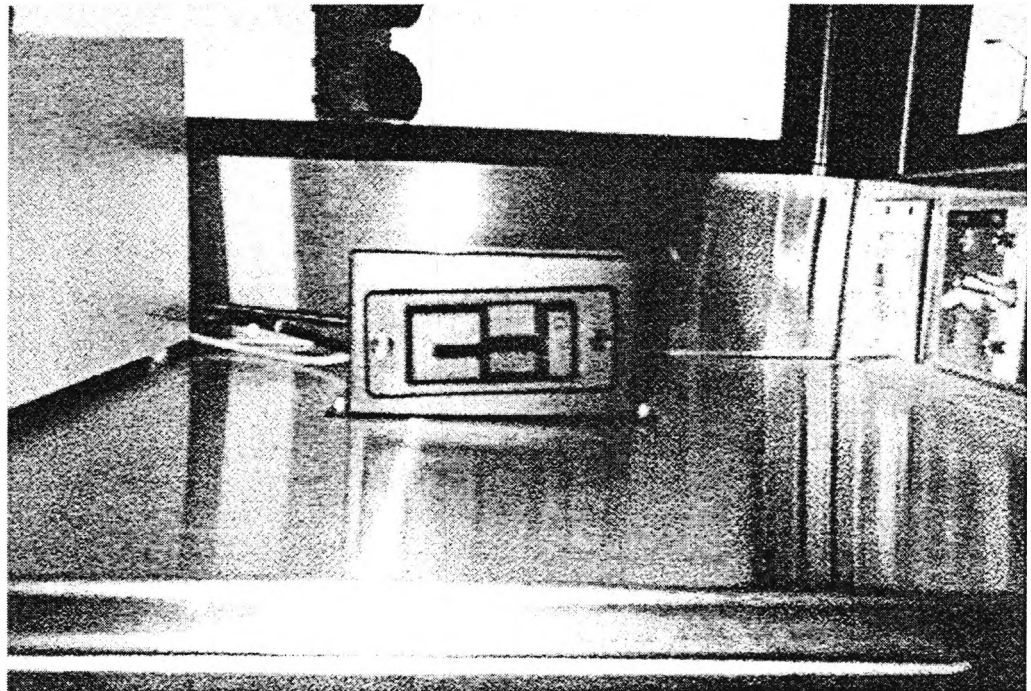
2.11.1 Description

- The **Magnetic Swipe Card Reader** is comprised of a single reader mounted in the proximity of the Manual Lane Terminal
- The **Magnetic Swipe Card Reader** interfaces with the Lane Controller

2.11.2 Location in Lane / Plaza

The Magnetic Swipe Card Readers are located in the Toll booths of all Cross Island Parkway Plaza lanes

2.11.3 Purpose

The Magnetic Swipe Card Reader is used by the Toll Collectors and other Cross Island Parkway personnel:

- To login into the Lane Controller
- To conduct toll transactions involving any future use of a swipe card

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2.12 Toll Collector Touchscreen
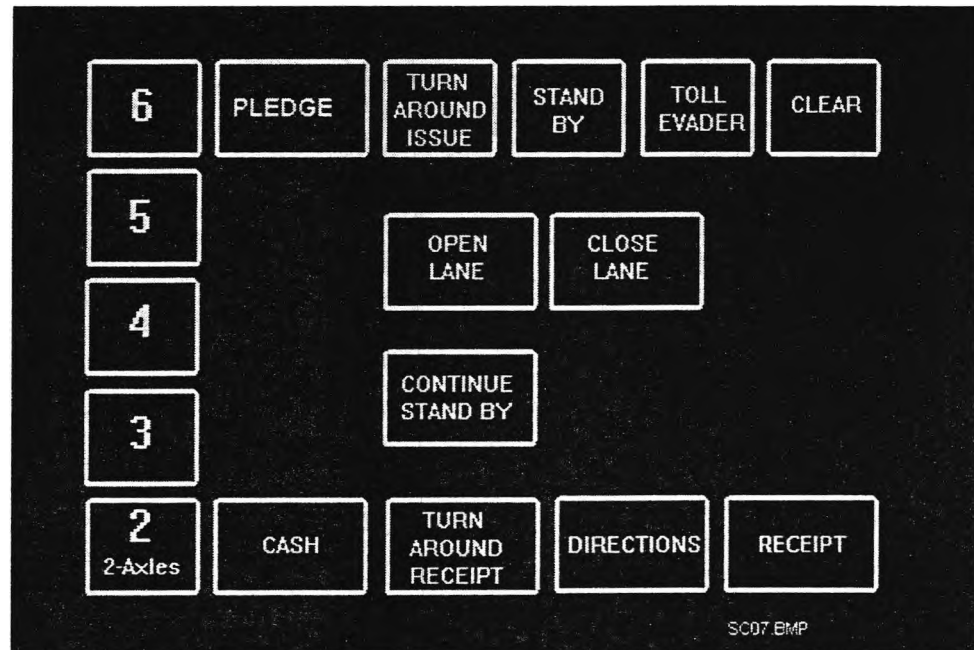
2.12.1 Description

- The Touchscreen is an LCD display that uses an infrared grid to perform the touch location.
- The Touchscreen is housed in a rugged, water-tight housing, suitable for use in the toll environment.
- The Touchscreen interfaces with the Lane Controller PC.

2.12.2 Location in Lane / Plaza

- The Touchscreen is located:
  ⇒ In every manual toll collection lane
  ⇒ At the Cross Island Parkway Plaza only

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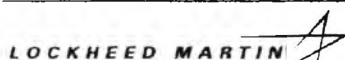
2.12.3   Purpose

- The Touchscreen features a screen display of buttons.
- By touching the appropriate button on the Touchscreen, the Toll Collector can:
  - ⇒ Classify vehicles
  - ⇒ Generate patron receipts upon request
  - ⇒ Open remote gates
  - ⇒ Perform a variety of other functions

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2.13 Receipt Printer
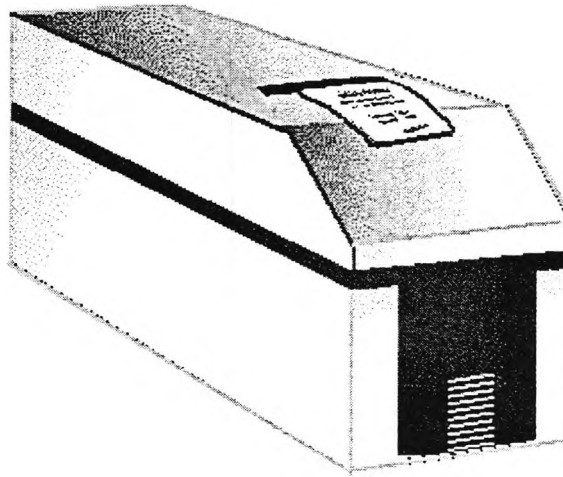
2.13.1 Description

- The **Receipt Printer** outputs paper receipts upon request
- The **Receipt Printer** is a dot matrix printing mechanism

2.13.2 Location in Lane / Plaza

- The **Receipt Printer** is located:
    - ⇒ In all manual lanes
    - ⇒ On the counter beside the Toll Collector Touchscreen

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2.13.3 Purpose

- The **Receipt Printer** provides a paper receipt upon request

- Upon request, directions to specific locations can be printed out on the back of the receipts

- The Toll Collector issues the receipt command to the **Receipt Printer** from the Touchscreen.

- When the paper supply is low, a "paper low" message displays on the Toll Collector Touchscreen.

- Only the Plaza Shift Supervisor or maintenance personnel will change the paper in the **Receipt Printer**.

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Proprietary Data
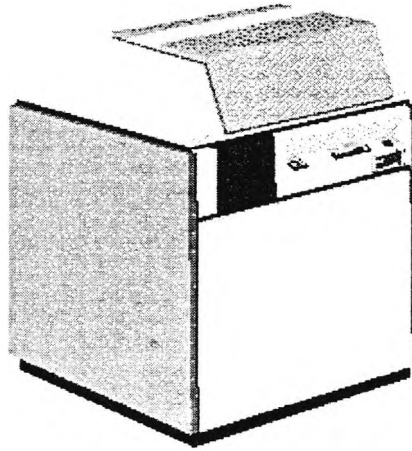
2.14 Coin Counter

2.14.1 Description

- The Coin Counter is a specialized piece of equipment that counts coins.
- The Coin Counter detects the size of all coins and count them.
- The equipment is connected to the system to record the amounts for auditing purposes.

2.14.2 Location in Lane / Plaza

The **Coin Counter** is located in the Cross Island Parkway Operations building.

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2.14.3   Purpose

- The **Coin Counter** is used by the Toll Collectors to count coin revenue collected in the lanes.

- The **Coin Counter** is used by the Toll Superintendent to count the coins deposited in the ACMs.

- The **Coin Counter** is used by the Account Clerk to verify the coin deposits of the Toll Collectors.

- Coins are accurately recognized by denomination and counted.

- The totals are recorded by the system.

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{ DATE |003/30/98911:17 AMmjl
Proprietary Data
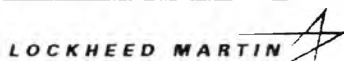
2.15   Closed Circuit Television — "CCTV" Camera
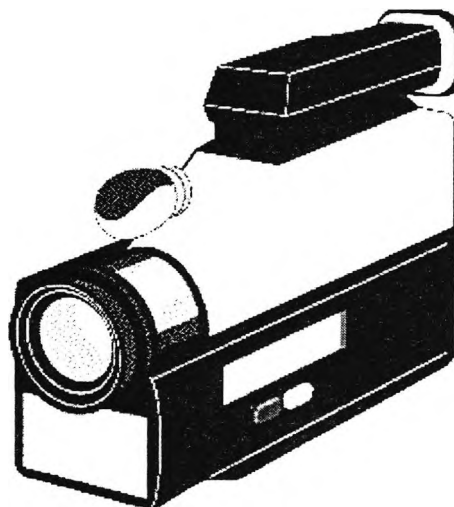
2.15.1   Description

Closed Circuit Television (CCTV) is a system of cameras that allow the images being captured to be viewed on a television screen.

2.15.2   Location in Lane / Plaza

- The **CCTV cameras** are located:
    - ⇒ In strategic locations around the plaza and remote ramps
    - ⇒ In the counting, vault and other rooms within the Operations Building
    - ⇒ In the Cross Island Parkway plaza tunnel

2.15.3   Purpose

- **CCTV cameras** are strategically located to record accesses to the building, toll collection lanes, and counting room activities
- The **CCTV** system is used primarily for security purposes

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2.16 Violation Image Capture Camera
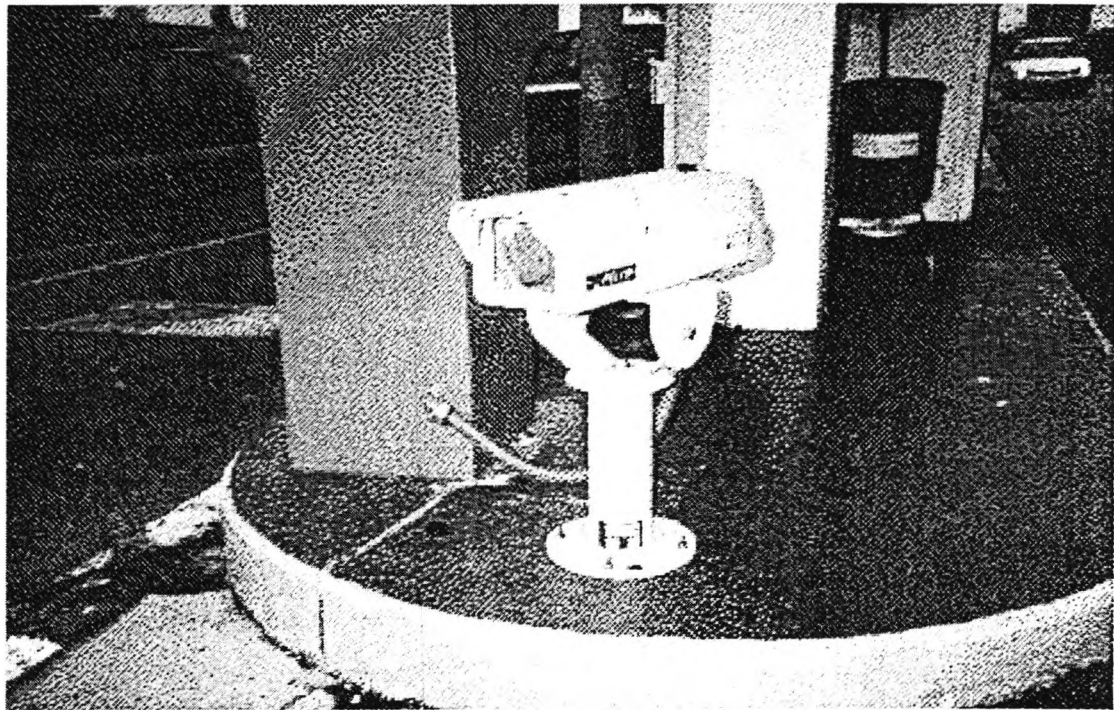
2.16.1 Description

- The **Violation Image Capture Camera** is a specialized camera that captures digitized images when triggered by pre-specified criteria
- The **Violation Image Capture Camera** is encapsulated in a heavy duty housing to protect the camera from damage

2.16.2 Location in Lane / Plaza

- **Violation Image Capture Cameras** are:
  - $\Rightarrow$ Located in each lane
  - $\Rightarrow$ Attached to the island, beyond the Toll booth

2.16.3 Purpose

- The **Violation Image Capture Camera** captures the back of each vehicle as it leaves the lane

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- The system records vital information that is stored with each capture:
  - ⇒ date and time of day
  - ⇒ plaza and lane number

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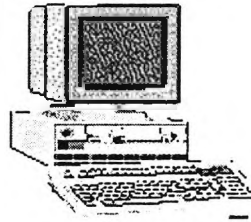
2.17 PC Workstation

2.17.1 Description

- The standard **PC workstations** at the Cross Island Parkway Operations Building and satellite service center locations are:
  ⇒ 120 Mhz Pentium Processors
  ⇒ 16 mb RAM
  ⇒ 1.2 GB Hard Drive
  ⇒ 8X speed CD ROM

2.17.2 Location in Lane / Plaza

- The **PC workstations** are located:
  ⇒ In the Service Center,
  ⇒ In Toll Operations Manager's offices,
  ⇒ At the Toll Superintendent's office,
  ⇒ At the Maintenance Shop
  ⇒ At the Toll Collector deposit area.

2.17.3 Purpose

The **PC workstations** are connected through the network to the Alpha host system. The workstations support the application software and communicate with the host to access and supply new data to and from the various databases.

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2.18 Alpha System
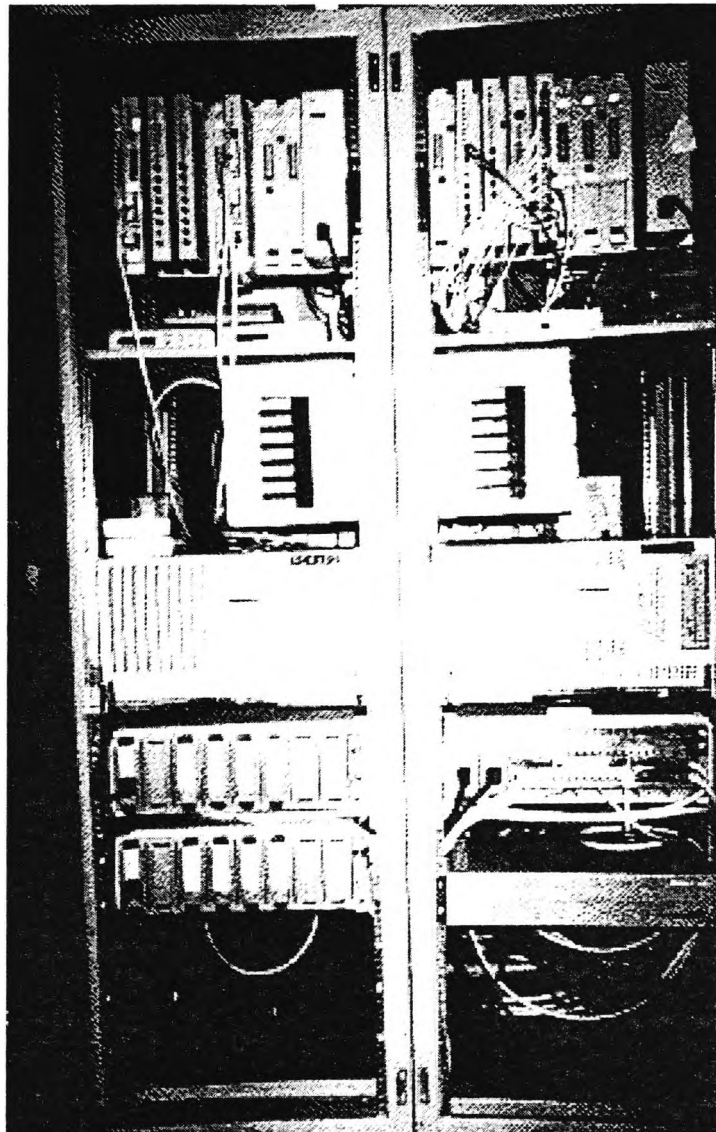
2.18.1 Description

- The **Alpha** is the host system used by the Cross Island Parkway to support the causeway's computerized system.

  ⇒ Digital Alpha server 1000

  ⇒ 256MB RAM

  ⇒ 20GB Tape

  ⇒ Disks

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◊	1	RAID-5	17.1GB
◊	1	STRIPE	8.6GB
◊	1	SHADOW	4.3GB

2.18.2 Location in Lane / Plaza

The **Alpha System** is located at the Cross Island Parkway Operations Building.

2.18.3 Purpose

- The **Alpha System** is the host system that supports the Cross Island Parkway computerized Electronic Toll Collection System. The host system houses the 'brains' that receive, process, and store all of the information that is sent through the different peripherals to the host. The peripherals include:

  ⇒ The toll collection equipment,

  ⇒ The lane controllers,

  ⇒ The service center,

  ⇒ VES and administrative workstations

The databases are configured to be able to store and retrieve data upon request. This allows the county to provide a completely auditable system that tracks the funds from the point that a customer pays his / her toll to the deposit of that toll into the bank.

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Electronic Toll Collection Equipment Overview • 2-30

3. Duties, Responsibilities & Procedures

3.1 Before Starting the Shift

3.1.1 Arriving at Toll Plaza

Arrive **PRIOR** to scheduled shift to prepare for work.

3.1.2 Personal Items

- Bring all items required during shift into the office as the parking lot is off limits during a shift.
  - ⇒ All personal items not required for toll collection, except clear plastic beverage containers must be put in employee lockers.
  - ⇒ Personal money **is not allowed** in the booths or the lanes.
  - ⇒ Televisions and binoculars **are not allowed** on the premises of the Cross Island Parkway.

3.1.3 Bulletin Board

- Review the bulletin board for any new or special instructions.
- Obtain prior approval from the Toll Superintendent / Plaza Shift Supervisor for posting or removing items on the board.

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3.1.4   Equipment and Uniforms

- Wear the required safety vest.
  - ⇒ Put on the vest before proceeding into the lanes.
  - ⇒ The vest must not be removed while working.
  - ⇒ If you forget your vest, you must use a loaner from the office and return it after your shift.
  - ⇒ Employees consistently using loaners may be subject to progressive counseling / discipline.

For complete Uniform information, see Section 4.31.

3.1.5   Lane Assignment

- Get your lane assignment from the Toll Superintendent / Plaza Shift Supervisor.

3.1.6   Supplies

- Bring the following items to the lane:
  - ⇒ Pen
  - ⇒ Envelope
  - ⇒ Money wrappers
  - ⇒ Revenue and seed bags issued by the Toll Superintendent / Plaza Shift Supervisor

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Duties, Responsibilities & Procedures • 3-2

3.2   ▣⬚   Seed & Revenue Bags

3.2.1   Retrieve

- After leaving the Collector Deposit Workstation with the lane assignment, retrieve:

  ⇒ Toll Collector seed bag

  ⇒ Revenue bags. Two revenue bags are issued; one is for bills, the other for coins both must be used at the time of deposit.

> **If the Toll Superintendent / Plaza Shift Supervisor is not present, the Account Clerk will distribute the bags.**

3.2.2   Verify

- In front of the Toll Superintendent / Plaza Shift Supervisor, verify the contents of the seed bag (sealed in a small plastic security bag) with the Account Clerk. This takes place in the Count Room monitored by a video camera.

> **If any cash or other items are missing from the Toll Collector's seed bag, notify the Toll Superintendent / Plaza Shift Supervisor immediately!**

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3.2.3 Be Accountable

Upon leaving the office, you are responsible for the full amount of money in the seed bag and for the numbered toll revenue bags.

The seed bag shall always be in your possession. Seed bag or toll revenue bags are <u>NEVER</u> to be left unattended or unsecured.

3.2.4 Procedure to Use During Breaks

1. Prepare the seed bag to turn in during first break; It must contain $200.

2. Lock the cash drawer and keep the key.

3. Make the seed bag deposit at the Collector Deposit Station or the Toll Superintendent / Plaza Shift Supervisor Station, if the bag is no longer in use.

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3.3 ⬚ Safety Procedures in the Toll Lanes

3.3.1 Approaching the Toll Lane to Start the Shift

1. Check for oncoming traffic.

2. Proceed to your assigned lane.

3. Inspect the toll booth at start of shift for:

   - A properly functioning toll booth door

   - Proper placement of electric panel cover

   - A safe and stable chair or stool

4. Report any problems to the Toll Superintendent / Plaza Shift Supervisor immediately.

5. You must be in your assigned lane and ready to collect tolls at the start of scheduled shift.

For all other safety procedures see **Employee Safety,** Section 4.4.

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3.4 ☺ How to Approach Customers

3.4.1 Be Prepared to Give Information

- Provide Pass Plan Information - See **Pass Plans**, section 4.5.
- Provide directions for customers - See **Directions**, section 3.10.2.

3.4.2 Personal Conduct

- Use good judgment and be professional.
- Be pleasant, a smile is always helpful!

  For more detailed information about what is required for personal conduct, see **Toll Collector Conduct**, Section 4.3

3.4.3 Emergencies

- Never open the door of any vehicle except in the case of an emergency.
- If a holdup occurs, NEVER offer any resistance.

3.4.4 Do Not Ask or Permit Customers to do the Following

- Never request a driver of a vehicle to push or tow another vehicle.
- Never request customers to get out of their vehicle to retrieve any object, including toll payment, which may have fallen or dropped into the toll plaza area.
- Never direct drivers to stop their car or change their direction of travel unless this can be accomplished with safety and traffic is stopped by parkway personnel.
- Never permit anyone to hitchhike or solicit a ride or solicit for charity near the toll plaza. Panhandling by any person(s) is prohibited.
- Never permit any visitors in the booth or assigned toll lane except for parkway employees or support personnel engaged in the conduct of their work.

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3.5   ▣   Login to Toll Collector Touchscreen

3.5.1   Purpose

The Toll Collector Touchscreen on the Manual Lane Terminal (MLT) is blank, or black, when inactive. To activate it, touch the screen and the following display appears.

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3.5.1.1 Touchscreen Display Description

The Touchscreen is made up of two types of displays, as shown in the sample screen below. Some sections of the screen remain the same during every activity. This is referred to as the **Static Display**.
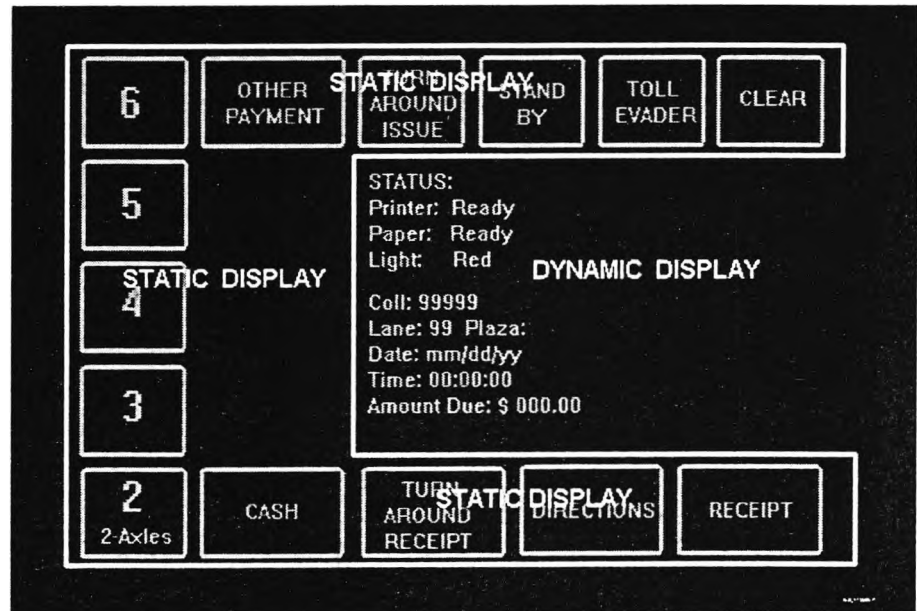
One section of the Touchscreen changes when specific buttons are pressed. This section is referred to as the **Dynamic Display**.

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3.5.2   Process for Use of Key Identifier Card Readers

1. Verify that the LED light is **GREEN**.

2. Insert the Key Identifier Card into the Key Identifier Card Reader. The LED light will blink alternating between **GREEN** and **YELLOW** while verifying the login.

3. The light will turn **RED** if the Key Identifier Card is invalid - remove the Card and contact the Toll Supervisor.

4. The light will blink only **GREEN** when login is validated - Touchscreen will change to the Standby Screen.

5. Wait for the light to blink **GREEN** to start using the Touchscreen.

6. Leave the Key Identifier Card in the Reader for the entire period of use.

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3.5.3   Process for Manual Login

1. Key in the assigned ID number by pressing the numbers on the keypad. The entry will be displayed in the Enter Collector ID field.

2. Press **Enter**

   The Touchscreen changes to the following Collector Touchscreen:

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Proprietary Data
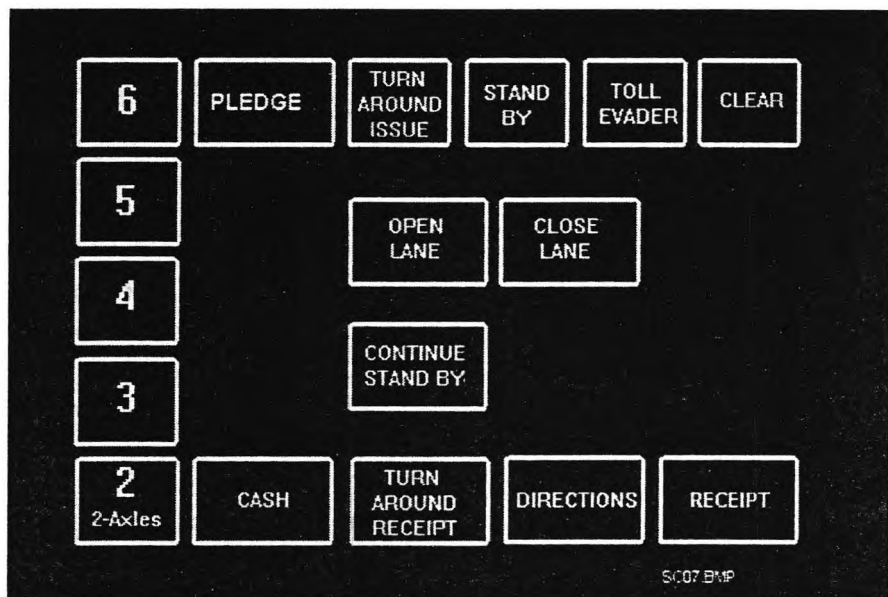
3.6 🏗 Open Lane

3.6.1 Purpose

The first working Touchscreen display has three options in the Dynamic Display:

- Open Lane
- Close Lane
- Continue Standby

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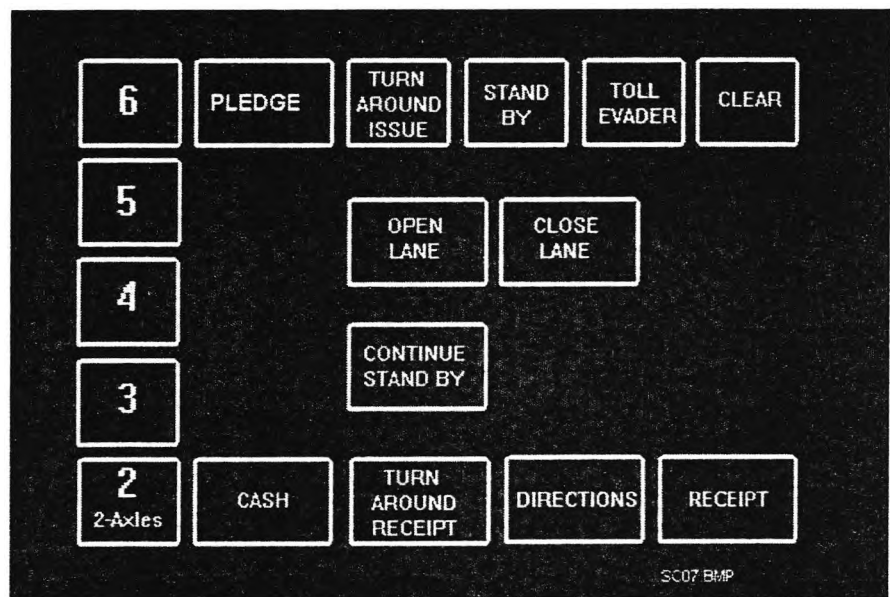
3.6.2   Process

1. Press:

```
OPEN
LANE
```

The Canopy Light changes to **GREEN.**

The Touchscreen **Dynamic Display** changes.

| 6 | PLEDGE | TURN AROUND ISSUE | STAND BY | TOLL EVADER | CLEAR |

STATUS
Printer: Ready
Paper: Ready
Light: Green

Coll: 99999
Lane: 99 Plaza: CIP
Date: mm/dd/yy
Time: 00:00:00
Amount Due: $ 000.00

| 2 2-Axles | CASH | TURN AROUND RECEIPT | DIRECTIONS | RECEIPT |

SC01.BMP
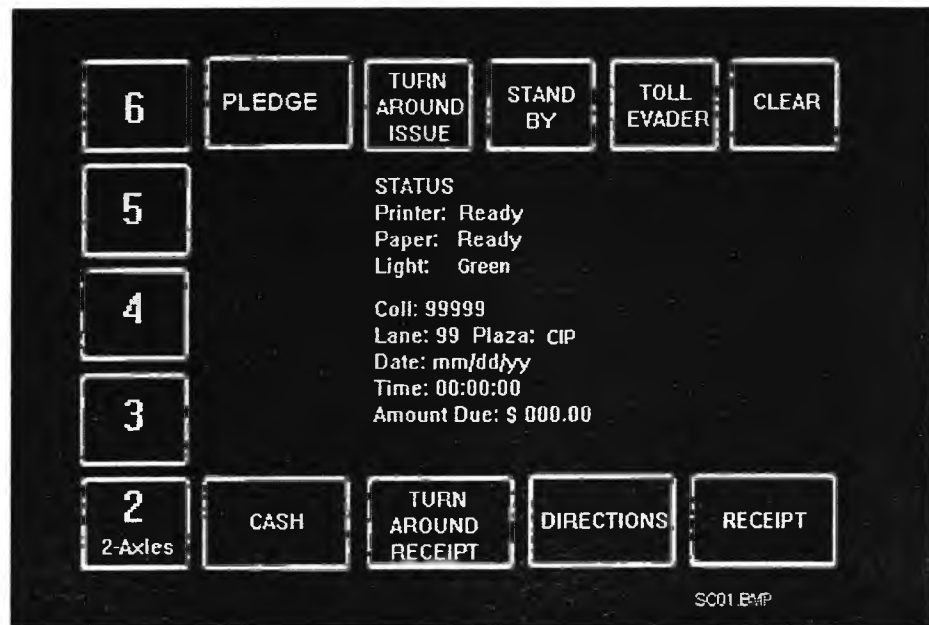
2. Start classifying vehicles and collecting tolls from the customers that enter the lane.

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3.7   Close Lane

3.7.1   Purpose

At the end of a shift, the Toll Collector must close the lane.

3.7.2   Process for use of Key Identifier Card Readers

1. Remove the Key Identifier Card from the Card Reader. The LED light will turn solid **GREEN**.

2. Place all cash and receipts in the designated revenue bags.

3. Remove all personal belongings from the lane.

3.7.3   Process for Closing the Lane Manually

1. Press

.

The Canopy light turns RED - this will allow you to process the vehicles that are already in the lane to be processed.

The Dynamic Display on the Touchscreen changes to display the following:

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2. Press [CONTINUE STAND BY]. This turns the canopy light to red. The Touchscreen returns to the regular classification screen and allows the vehicles in the lane to be classified.

3. Finish classifying the cars in the lane.

4. Press [STAND BY] again. The Dynamic Display changes.

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Proprietary Data

5. Press **CLOSE LANE**. The Touchscreen shuts down and you are logged off.

6. Place all cash and receipts in the designated revenue bags.
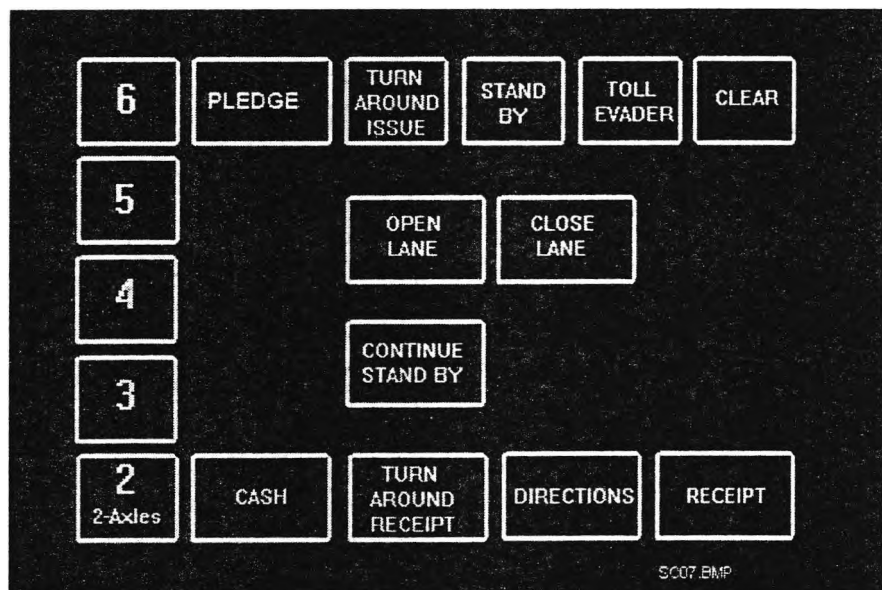
7. Remove all personal belongings from the lane.

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3.8   🚗   Classify Vehicles

3.8.1   Purpose

The Toll Collector Touchscreen, when open and ready for classification, is displayed as pictured below. Vehicles with 2 to 6 axles are classified on this display.
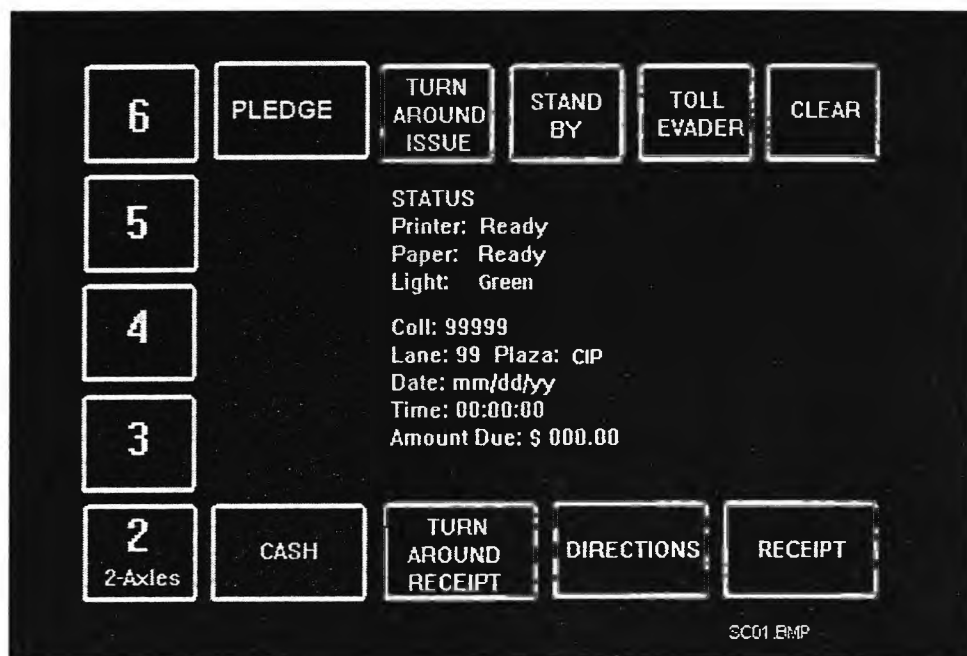
3.8.2   Process

To classify vehicles is very simple:

1. Count the axles.

2. Press the button that corresponds to the number of axles.

👉 If a class button has been pressed in error, press the **CLEAR** button. The class **CANNOT** be changed once the payment type has been pressed.

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3.9 Accept and Record Payment Type

3.9.1 Cash

Cash payments can be exact or may require change.

3.9.1.1 Process

1. Accept the **CASH** payment.

2. Press [CASH].

3. Provide the customer with change, if necessary.

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3.9.2   Pledge

If the customer cannot pay the toll amount, he/she can fill out a pledge form. A pledge is made by the customer to pay the amount at a later date. The system prints out two copies of the form to be filled out by the customer. The information includes name, address, phone and license number. If the amount is not paid within 48 hours, the customer is considered a violator.

3.9.2.1   Process

1. Press **PLEDGE**. The system prints out 2 copies of a form.

2. Hand the form to the customer with instructions to fill it out completely.

3. Verify that all information has been entered when the form is returned.

4. Place the form in the cash drawer.

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3.9.3   Turn Around Issue

If a customer enters the plaza by mistake, a toll must be collected and a time-stamped 'Turn Around Receipt' is issued. The customer must return within 10 minutes and hand a Toll Collector the receipt to avoid paying a second toll.

3.9.3.1   Process

1. Receive the correct toll payment.

2. Press **TURN AROUND ISSUE**. The system prints two receipts.

3. Hand one receipt to the customer.

4. Place the other receipt in the cash drawer.

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3.9.4   Turn Around Receipt

If a customer entered the plaza by mistake, a toll is collected and a time-stamped 'Turn Around Receipt' is issued. The customer must return within 10 minutes and hand a Toll Collector the receipt to avoid paying a second toll.

3.9.4.1   Process

1. Accept the 'Turn Around Receipt.

2. Press [TURN AROUND RECEIPT].

3. Place the receipt in the cash drawer.

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3.10 Options

3.10.1 Generating Receipts

3.10.1.1 Purpose

Sometimes a customer will request a receipt for the toll paid. This can be

generated easily by pressing the **RECEIPT** button.

3.10.1.2 Rules

- Toll payment receipts may be issued upon customer request.
- One receipt per transaction is allowed for the amount of the toll paid.

3.10.1.3 Process

1. Right after the payment is recorded, press **RECEIPT**.

2. The Receipt Printer prints out a receipt with the plaza, date, time, lane and amount of toll paid.

3. Hand the receipt to the customer.

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3.10.2 ⊠ Directions

3.10.2.1 Purpose

At the Cross Island Parkway, customers often request directions for various locations. As a public relations feature, directions are provided to the customer by pressing the Direction button. A print out may be made of the following locations:

DIRECTIONS
1. Sea Pines/Harbour Town
2. Shipyard/Wexford Pltns
3. Pal. Dunes/Shelter Cove/Art Center
4. Coligny Cir./Forest Beach Area
5. Town Hall
6. Public Beaches

3.10.2.2 Process

1. Press [DIRECTIONS]. The Dynamic Display changes to:

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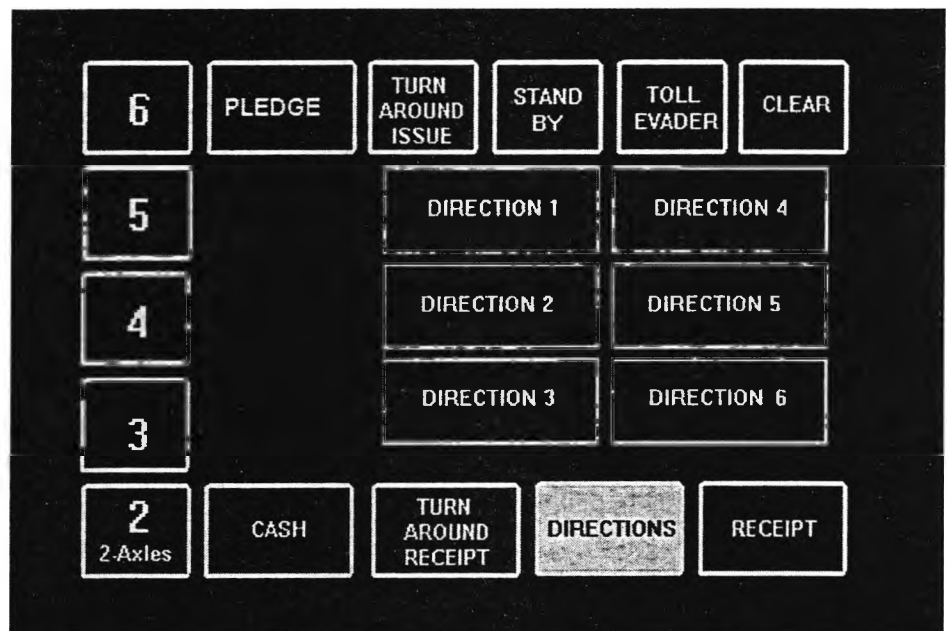
2. Press the appropriate number for the directions requested. The system prints out the directions. Hand the directions to the customer.

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3.11   🚚   Additional Toll Events

3.11.1   AVI Vehicles

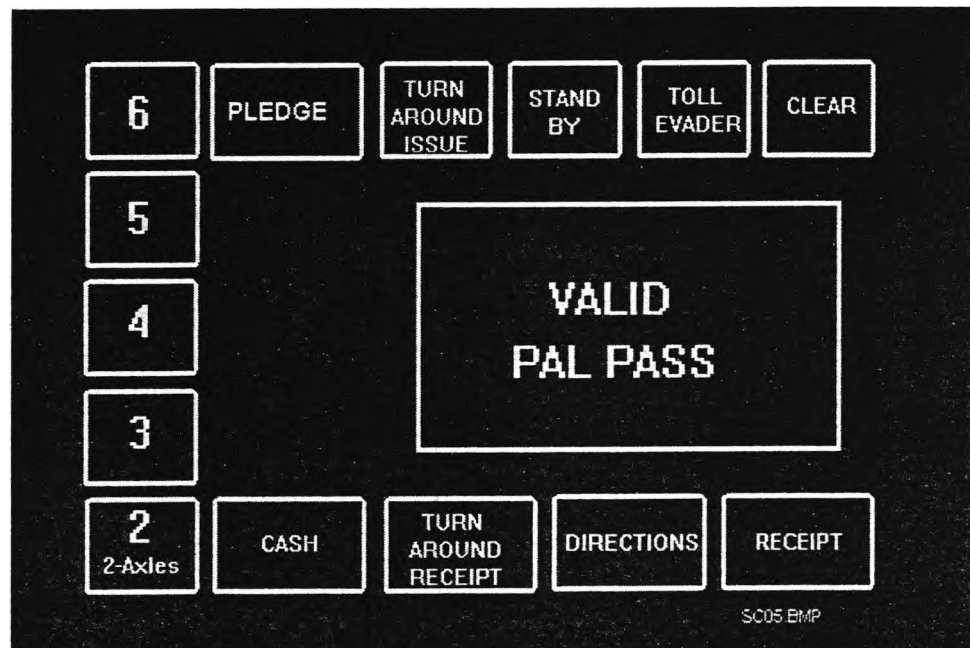#### 3.11.1.1   Description

If a vehicle with an AVI tag passes through the lane, the Touchscreen will display either 'VALID PAL PASS or 'INVALID PAL PASS' in the Dynamic Display.

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3.11.1.2 Process

At the Touchscreen:
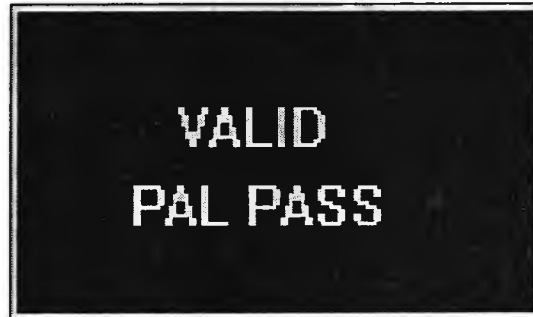
1. Press [VALID PAL PASS] if a valid tag user passes through the lane.
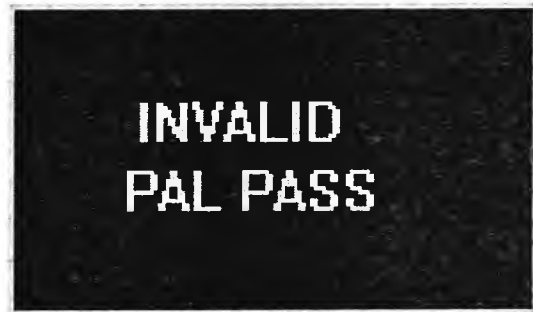
2. Press [INVALID PAL PASS] if an invalid tag user passes through the lane.

☞ **If a Tag User Wants to Pay CASH use the procedures detailed in Section 3.9.1.**

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3.11.2   🏃 Toll Evaders

3.11.2.1 Description

When a non-AVI customer enters a lane and does not stop to pay the toll, he is considered to be a 'Toll Evader.'

3.11.2.2 Process

1. Classify the vehicle.

2. Press

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3.12 💰 Deposits

3.12.1 During a Break

Return seed bag deposits can be made during breaks - it is NOT necessary to wait till the end of the shift. However, revenue deposits MUST be made at the end of the shift.

- Prepare the seed bag to turn in during your first break.

  ⇒ It must contain $200.

- Make the seed bag deposit at the Collector Deposit Station.

3.12.2 At the End of the Shift

1. Count and place bills in a revenue bag.
2. Place receipts in the Bill revenue bag.
3. Prepare the seed bag, if it has not already been deposited at a break.
4. Follow the procedures for closing the lane. See section 3.7.

3.12.3 In the Count Room at the Collector Deposit Station

1. Login to the **Main Application**. See **Login**, section 5.1.
2. Access the Host / Revenue & Reconciliation application. See **Application Access**, section 5.2.
3. Process the deposit of Seed Bag and Revenue Bags (coin and bills). See **Deposits at Host / Revenue & Reconciliation**, section 3.13.
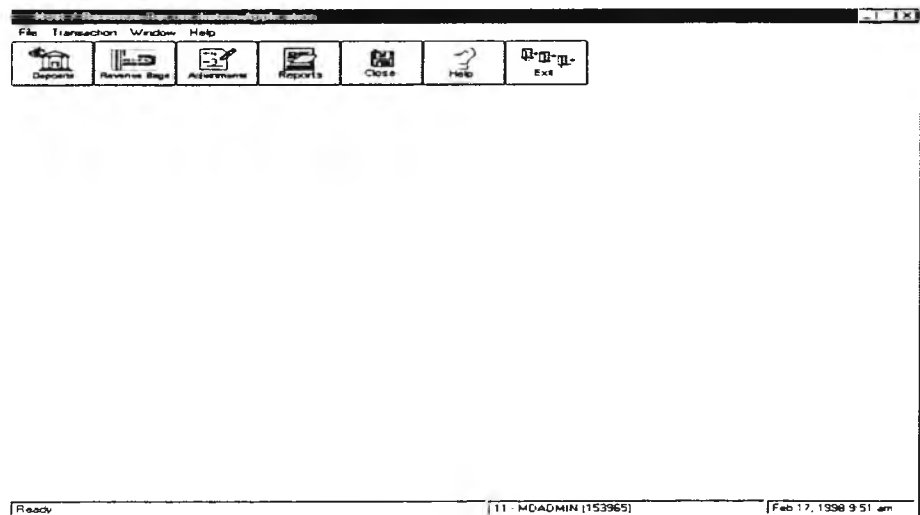
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3.13 Deposits at Host / Revenue & Reconciliation

3.13.1 Access the application from the Collector Deposit Station

1. Login to the **Main System**. See **Login**, section 5.1.

2. Access the **Host / Revenue & Reconciliation** application, see **Application Access**, section 5.2.

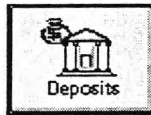## 3.13.1 Screen
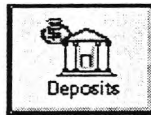
The following screen is displayed:

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3.13.2 Process

At the toolbar:

1. Click on [Deposits] .

2. The following tab folder is displayed:

3. The **Employee ID** field defaults to the ID of the person that logged into the system. Press **Tab**.

4. Leave Revenue Bag Number blank.

5. With the , click on the **Lane Deposit** ⊙ . The **Revenue Bag Number** data window will display all of the **Revenue Bag Numbers** that were assigned at the beginning of the shift to the Toll Collector making the deposit.

6. At **Tour of Duty Date,** click on the of the .

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7. Highlight either yesterday or today's date, whichever is applicable. Press **Tab**. The **Shift Start Time / Shift End Time** and **Tour of Duty** fields are automatically updated. **If the Shift Start Time** and **Shift End Time are NOT correct, they can be changed. The Tour of Duty will be automatically updated accordingly.**

8. Click on **Bills** ⊗ to process the bill deposit.

9. Click on **Coins** ⊗ to process the coin deposit.

10. Click on **Return Seed** ⊗ to process the Return Seed deposit.10

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3.13.2.1 Deposit Bills

🤚 **If one of the bill denominations is not applicable, simply TAB to the next denomination, leaving "0" in the field.**

1. Click on the **Bills** ⊙ . The left portion of the tab folder changes to allow entry of bills.

```
              Bill Count By Denominations

                           Ones [            0 ]
                           Twos [            0 ]
                           Fives [           0 ]
                           Tens [            0 ]
                        Twenties [           0 ]
                          Fifies [           0 ]
                        Hundreds [           0 ]
                           Scrips [           0 ]
          | PayType    Count     Amount |
          [      ▼ ][        ][          ] ▲
          [      ▼ ][        ][          ] ▼

                       Sub Total [      $.00 ]
                           Total [      $.00 ]
```

2. At **Bill Count By Denomination**, enter the number of **Ones**. Press **Tab**.

3. Enter the number of **Twos**, press **Tab**.

4. Enter the number of **Fives**, press **Tab**.

5. Enter the number of **Tens**, press **Tab**.

6. Enter the number of **Twenties**, press **Tab**.

7. Enter the number of **Fifties**, press **Tab**.

8. Enter the number of **Hundreds**, press **Tab**. The system will calculate the amount.

9. Enter the **Scrip** count. Press **Tab**.

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To Deposit Checks

1. Click on the ⬇ of the ⬇ under **Pay Type** and highlight **CHECK**. Press **Tab**.

```
              Bill Count By Denominations

                          Ones │          ▌ │
                          Twos │          0 │
                          Fives│          0 │
                          Tens │          0 │
                       Twenties│          0 │
                          Fifies│          0 │
                       Hundreds│          0 │
                          Scrips│          0 │
         ┌─────────┬──────────┬──────────┐
         │ PayType │  Count   │  Amount  │
         ├─────────┼──────────┼──────────┤
         │ Check ▼ │        5 │  $225.00 │ ▲
         │       ▼ │          │          │ ▼
         └─────────┴──────────┴──────────┘
                      Sub Total│     $.00 │
                          Total│     $.00 │
```

2. At **Count,** enter the number of checks. Press **Tab**.

3. At **Amount,** enter the total amount of checks.
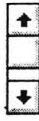
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At the Revenue Bag Number Data Window

1. Click on the ▼ of the **Revenue Bag Number** data window and scroll down until locating the **Revenue Bag Number** for depositing bills.
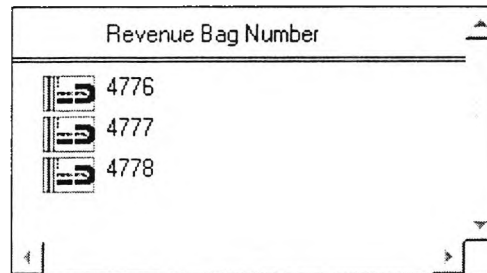
2. Double click on the **Revenue Bag Number** containing the Bills.

Or

3. Highlight the **Revenue Bag** and click on [Add]. The **Revenue Bag** number will be deleted from the data window and displayed in the following screen:

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3.13.2.2 Deposit Coins

> 👆 **If one of the coin denominations is not applicable, simply TAB to the next denomination, leaving "0" in the field.**

1. Click on the **Coins** ⊙ . The left portion of the tab folder changes to allow entry of coins.

```
              Coin Count By Denominations

              Pennies  [              0 ]

              Nickels  [              0 ]

               Dimes   [              0 ]

             Quarters  [              0 ]

          Half-Dollars [              0 ]

         Silver Dollars[              0 ]

              Tokens   [              0 ]

               Slugs   [              0 ]

             Sub Total [          $.00 ]

               Total   [          $.00 ]
```

2. At **Coin Count By Denomination**, enter the number of **Pennies**. Press **Tab**.

3. Enter the number of **Nickels**, press **Tab**.

4. Enter the number of **Dimes**, press **Tab**.

5. Enter the number of **Quarters**, press **Tab**.

6. Enter the number of **Half-Dollar**, press **Tab**.

7. Enter the number of **Silver Dollar**, press **Tab**.
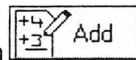
8. Enter the number **Slugs**, press **Tab**.

9. Click on the ⬍ of the **Revenue Bag Number** data window and scroll down until locating the **Revenue Bag Number** for depositing coins.

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10. Double click on the correct **Revenue Bag Number** containing the Bills.

    OR

11. Highlight the **Revenue Bag Number** and click on . The **Revenue Bag Number** will be deleted from the data window and displayed in the following screen:

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3.13.2.3 Deposit Returned Seed Bags

🖐 **If a Seed Bag was assigned, the deposit tab folder will display the**

```
○ Bills
○ Coins
● Returned Seed
```

following box within the screen .

1. Click on the **Returned Seed**. The left portion of the tab folder where the coins and bills denominations are entered is disabled, leaving only the Totals displays with a $200.00 **Returned Seed** subtotal. This amount can be modified, if different.

Coin Count By Denominations

Ones	0
Twos	0
Fives	0
Tens	0
Twenties	0
Fifties	0
Hundreds	0
Seals	0

PayType	Count	Amount
▼		
▼		

Sub Total | $200.00

Total | $.00

2. Enter the **Return Seed Bag** amount at the Subtotal field, if different.

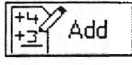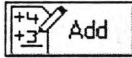3. Click on the ⬆ of the **Revenue Bag Number** data window and scroll down until locating the **Revenue Bag Number** for depositing the seed bag.

Revenue Bag Number

4776

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4. Double click on the correct Revenue Bag Number containing the Bills.

OR

5. Highlight the **Revenue Bag Number** and click on [+4 +3 Add]. The **Revenue Bag Number** will be deleted from the data window and displayed in the screen:

	Revenue Bag Number	Amount
	3487	$4,470.00
	3496	$650.50
	3497	$200.00

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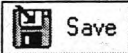
3.13.3 To Save After Completing Deposits - Recorded Payment Matches

1. Click on [💾 Save] .

2. The following (i) message is displayed:

```
┌─────────────────────────────┐
│ Information            [×]   │
├─────────────────────────────┤
│  (i)   Receipts are printed. │
│                             │
│         ┌────────┐          │
│         │   OK   │          │
│         └────────┘          │
└─────────────────────────────┘
```
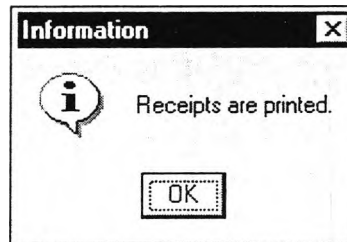
3. Click on [OK] . The system will calculate the number of Revenue Bags, plus one and print a receipt copy for the Toll Collector and print the required number of receipts.

   • Put one receipt in each **Revenue Bag** and one in the **Returned Seed Bag**

   • Keep one receipt for personal records.

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3.13.4 To Save After Completing Deposits - Recorded Payment does not Match

1. Click on [Save]. The following [?] message is displayed:

```
Question                                    [X]
 [?]   The deposit amount you entered does not match the
       recorded amount.
       Do you want to check the denomination count one
       more time?

              [ Yes ]    No
```

☞ **There will only be one chance to change any of the denomination entries. If [No] is clicked, the data entered will be saved to the system.**

2. Click on [Yes] to make changes. Since it is not known in what Revenue Bag there is a discrepancy, each revenue type must be checked.

3. Click on **Bills** ⊙ . Recount the bag and enter any changes.

Bill Count By Denominations

Ones	0
Twos	0
Fives	0
Tens	0
Twenties	0
Fifies	0
Hundreds	0
Scrips	0

PayType	Count	Amount	
			▲
			▼

Sub Total	$.00
Total	$.00

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4. Click on **Coins** ⊙ . Recount the bag and enter any changes.

Coin Count By Denominations

Pennies	0
Nickels	0
Dimes	0
Quarters	0
Half-Dollars	0
Silver Dollars	0
Tokens	0
Slugs	0
Sub Total	$.00
Total	$.00

5. Click on [💾 Save]. The following 🛈 message is displayed:

Information ❌

🛈 Receipts are printed.

[OK]

6. Click on [OK]. The system will calculate the number of Revenue Bags, plus one and print receipt copy for the Toll collector and print the required number of receipts.

- Put one receipt in each **Revenue Bag** and one in the **Returned Seed Bag**

- Keep one receipt for personal records

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3.14   Toll Collector's Checklist

3.14.1   Policies & Regulations

1. For handling **Emergencies,** see Section 4.35.

2. To view the **Toll Collector Conduct** requirements, see Section 4.3.

3. To view what must be **Reported Immediately to the Toll Superintendent / Plaza Shift Supervisor,** see Section 4.2.

4. To view the **Pass Plans,** see Section 4.5.

5. To review **How To Approach Customers,** see Section 3.4.

6. For the policy on **Personal Items,** see Section 3.1.2.

7. For information on **What Not to Ask or Permit the Customer to Do,** see Section 3.4.4.

8. For information on **Safety in Approaching the Toll Lane,** see Section 3.3.1.

9. For **General Safety Procedures,** see Section 4.4.

3.14.2   For Shift, Schedule & Break Information

1. For **Shift Information,** see Section 4.1.

2. For information on **What To Do Before Starting a shift,** see Section 3.1.

3. For information on **Parking ,** see Section 4.1.2.

3.14.3   Before Going to the Lane

1. To **Retrieve & Count Money in Seed Bag,** see Section 3.2.

2. For information on **Personal Items,** see Section 3.1.2.

3. For information on **Reviewing the Bulletin Board,** see Section 3.1.3.

4. For information on **Equipment & Uniforms,** see Section 3.1.4.

5. For information on **What Supplies are Needed at the Toll Booth,** see Section 3.1.6.

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3.14.4 For Basic Information on the Toll Collector's Touchscreen

1. To login to the **Toll Collector's Touchscreen**, see Section 3.5.

2. To get information **On How The Touchscreen Display Works**, see Section 3.5.

3.14.5 For Processing Toll Collection

1. To **Open a Lane**, see Section 3.6.

2. To classify any vehicle from **Class 2 to 6**, see Section 3.8.

3. To provide a customer with a **Receipt**, see Section 3.10.

4. To **Close a Lane**, see Section 3.7.

5. To access the **Host / Revenue & Reconciliation** application, see Section 5.2.3.

6. To make a **Deposit**, see Section 3.12.

3.14.6 For Special Situations

1. To give **Directions** to a customer, see Section 3.10.2.

2. To handle a **Toll Evader**, see Section 3.11.2.

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4. Policies & Regulations

4.1   🕓   Shift Information

Toll Collectors are on a straight eight-hour a day shift. The day is divided into three shifts:

7:00 AM - 3:00 PM
3: 00 PM - 11:00 PM
11:00 PM - 7:00 AM.

4.1.1   ☕   Break Information

- The meal period takes place on LMIMS time, therefore it should be brief. Any period longer than 15 minutes is considered excessive.

- Two additional 15-minute breaks per eight-hour shift are allowed.

- The two breaks cannot be combined either together or with the meal period.

- Obtain the Toll Superintendent / Plaza Shift Supervisor's approval prior to leaving an assigned tollbooth for a rest room break.

4.1.1.1   📋   Break Room Regulations

- Use the break room for meals. Desk / work areas are not to be used.

- Label any food brought to the toll plaza and place it in the refrigerator.

- Respect the food and drinks stored in the refrigerator by others.

- Clean up after yourself and throw old food away.

- Refrigerator clean-outs will be performed periodically. Any food and / or dirty dishes left will be disposed of after a shift.

4.1.2   🚗🚗   Parking

- Park personal vehicles in the parking lot adjacent to the Operations Building.

- Bring all items required during your shift into the office. The parking lot is off limits during a shift.

- If extraordinary circumstances require access to the parking area or a personal vehicle, a Superintendent / Plaza Shift Supervisor must be present.

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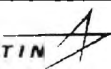
4.2   👥   Immediately Notify Toll Superintendent / Plaza Shift Supervisor

4.2.1   To Report Equipment not Working Properly

- Report any equipment problems to the Toll Superintendent / Plaza Shift Supervisor immediately.
- Toll Collectors are not permitted to perform any adjustments or repairs to equipment.

4.2.2   To Report Accidents

Report all accidents or incidents to the Toll Superintendent / Plaza Shift Supervisor on duty.

4.2.3   Prior to Leaving the Booth

- Obtain the Toll Superintendent / Plaza Shift Supervisor's approval prior to leaving an assigned tollbooth for a rest room break.
- Be responsible for the accuracy and contents of the seed and revenue bags while the tollbooth is unattended.

4.2.4   To Report Emergencies

Report all emergencies which occur during the hours of 7:00 AM to 11:00 PM to the Toll Superintendent/Shift Supervisor.

Report emergencies which occur between the hours of 11:00 PM and 7:00 AM directly to the local police or fire department if applicable. In all cases, report emergencies to the Toll Superintendent by telephone.

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4.2.5   To Report Counterfeit Bills

- Visually inspect all bills for possible counterfeit. For bills larger than $10, follow the procedures to prevent loss of revenue:

  ⇒ Ask the customer for a bill of a smaller denomination.

  ⇒ If the customer questions this, explain that large bills are examined to determine that the bill is not counterfeit.

  ⇒ Do NOT accept $50 or $100 bills without the Toll Superintendent / Plaza Shift Supervisor's approval.

  ⇒ If the customer has no small bills, send the customer to the office and notify the Toll Superintendent / Plaza Shift Supervisor.

  ⇒ If the Toll Superintendent / Plaza Shift Supervisor is unavailable, as a last resort allow the customer to pass without paying.

4.2.6   To Report Change Left by a Customer

Submit change left by a customer to the Toll Superintendent / Plaza Shift Supervisor.

For each instance:

- Report the incident to the Toll Superintendent / Plaza Shift Supervisor using the Cross Island Parkway Unusual Occurrence / Exception Report.

- Indicate the time of the incident.

- Detail the type of vehicle (make, model, color).

- Provide the exact amount of change not received by the customer to the Toll Superintendent / Plaza Shift Supervisor.

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4.3 Toll Collector Conduct

4.3.1 Conduct with Others

Use good judgment and always be professional.

4.3.2 Personal Hygiene

- Wash your hands thoroughly with soap and water at the beginning of each relief period, before eating or drinking, and again at the end of a shift. Currency and coins are often dirty or contaminated after being handled by countless numbers of people.

- Keep the rest room and break room facilities clean and free from uneaten food, unwashed food containers, dishes and cooking utensils.

- Use break room garbage cans for all food and meal-related trash.

4.3.3 Plaza Equipment

- Do not use office equipment without Toll Superintendent / Plaza Shift Supervisor authorization. This includes fax machines, credit card authorization / printing units, typewriters, copy machines, and computers.

- Do not place seed bags, food, beverages, or other items on the machines.

4.3.4 Tardiness and Absenteeism

- If sick or tardy, contact the Toll Superintendent / Plaza Shift Supervisor one hour PRIOR to the start of shift to allow for replacement coverage.

- Unauthorized absences will be recorded if not reported at least 15 minutes prior to the start of the shift.

4.3.5 Personal Phone Calls

- Except in the case of emergency, incoming phone calls may not be accepted.
- If an emergency arises, the caller must explain to the Toll Superintendent / Plaza Shift Supervisor the nature of the emergency, who will in turn inform the right party.
- You must return the call during the next break using the telephone in the break room.

4.3.6 🚭 Smoking

Smoking is prohibited in the:

- Tollbooths
- Employee break room
- Administrative building

4.3.7 🚐 Operation of an LMIMS Vehicle

- A Toll Collector maybe required to drive an LMIMS Vehicle.
- Check the assigned vehicle for any signs of damage.
- Report damage detected or repairs needed to the Toll Superintendent / Plaza Shift Supervisor.
- All employees operating LMIMS vehicles are required to possess a valid State of South Carolina driver's license.
- All drivers must wear seat belts and obey South Carolina traffic laws.
- If involved in a vehicular accident while on duty, report the accident to the Beaufort County Sheriff's Department as well as to the Toll Superintendent / Plaza Shift Supervisor.

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4.4 ✚ Employee Safety

To minimize occasions where employees could be injured or the State or LMIMS could be liable in the event of an injury to a customer or damage to their property, the following rules will be followed:

4.4.1   Customers in the Lane

- Never open the door of any vehicle except in the case of an emergency.
- Never request the driver of a vehicle to push or tow another vehicle.
- Never request customers to get out of their vehicle to retrieve any object, including toll payment, which may have fallen or dropped into the toll plaza area.
- Always make a reasonable effort to prevent customers from getting out of their car while the vehicle is stopped in the lane.
- Never direct drivers to stop their car or change their direction of travel, unless this can be accomplished with safety and traffic is stopped by parkway personnel.
- Never detain the driver or any vehicle in an effort to enforce the law unless:
    ⇒ The driver of the vehicle or the load being hauled is a potential hazard to other parkway customers or can cause damage to County property.
    ⇒ The law pertinent to the use of vehicular crossings is being violated in regard to vehicle type and size, or the vehicle consists of material which is prohibited or restricted on the parkway.
    ⇒ A manager instructs you to detain a particular vehicle.
- Never permit anyone to hitchhike or solicit a ride or solicit for charity near the toll plaza. Panhandling by any person(s) is also prohibited.
- Never permit any visitors in your booth or assigned toll lane except other parkway employees or support personnel engaged in the conduct of their work.

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4.4.2   Toll Collectors

- Never run across the lanes or about the Toll Plaza office.

- Make every reasonable effort to avoid stepping in the grease and oil deposited by vehicles passing through the toll plaza.

- Never cross in front of a closely approaching or stopped vehicle, unless the driver is aware of your intention to do so. The driver of the vehicle in front may inadvertently place the car in reverse and someone may be seriously injured.

- Always be in a position of readiness as a vehicle approaches your assigned toll lane. In the event the driver loses control, it will be easier to move back in the booth for safety.

- If required to walk in either direction between the tollbooth and a vehicle stopped in the lane, never step off the curb unless facing approaching traffic.

- Always be certain that no body parts project over the curb in the assigned toll lane when traffic is approaching.

- Never make an attempt to collect a toll from a vehicle that is moving.

- Never attempt to reach inside a moving vehicle or walk alongside a moving vehicle, especially a truck or bus.

- If a holdup occurs, **NEVER** offer any resistance.

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4.5 ⠀ Pass Plans

4.5.1 ⠀ Cross Island Parkway Toll Plaza Fees

4.5.1.1 ⠀ Cash Fees

AXLE(s)	TOLL PLAZA	RAMPS
2 axle	$1.00	$0.75
3 axle	$1.75	$1.50
4 axle	$2.50	$2.25
5 axle	$3.25	$3.00
6 axle	$4.00	$3.75

Each additional axle is $0.75.

4.5.1.2 ⠀ Palmetto Pass Fees

AXLE(s)	TOLL PLAZA	RAMPS
2 axle	$0.50	$0.25
3 axle	$1.50	$1.25
4 axle	$2.25	$2.00
5 axle	$3.00	$2.75
6 axle	$3.75	$3.50

Each additional axle is $0.75.

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4.6   Tollbooth Operation

This section describes the procedures to open, operate, and close a manual toll lane. It also describes the equipment required for the proper operation of a lane, the safety and security inspection to be conducted, and the method of reporting irregularities.

4.6.1   Equipment Needed

At the start of the shift and before opening a toll lane, be sure to have the following equipment.

- Toll Collector Key Identifier Card
- Seed bag
- Revenue bags
- Cash drawer and key
- Toll Collector nameplate
- Safety vest
- Variety of Forms for documenting activities during the shift: (e.g. Palmetto pass Applications, Cross Island Parkway Unusual Occurrence & Exception Report Forms, etc.).

4.6.1.1   Toll Collector Seed Bag

The Toll Collector's seed bag is issued for the purpose of providing change to patrons using the Cross Island Parkway. Each incoming Toll Collector receives a seed bag from the previous Toll Collector or from the Plaza Shift Supervisor if the Toll Collector is not present.

- The seed bag remains a constant amount and is distinct from the daily revenue collections.
- The denominations of bills and coins are dependent upon the location of the collection point.
- Verify the seed bag by use of the Cash Exchange / Transfer Report, which is completed by the person issuing the seed bag and signed by both the issuer and the receiver of the seed bag.
- At the end of the shift, return the seed bag to the Plaza Shift Supervisor who verifies and signs for the seed bag on the Cash Exchange / Transfer Report and places the seed bag into the on-site safe.
- Be responsible and accountable at all times for all funds under your control.

- Personal funds are not to be brought to the lane and should be kept in your personal locker.

4.6.1.2 Toll Collector Key Identifier Card

Each Toll Collector is issued one card with its distinct PIN. The card is approximately 2 inches by 3-1/4 inches and is used as follows:

- Once inside the tollbooth, slide the Key Identifier Card through the card reader located near the Manual Lane Terminal (MLT).
- The MLT Touchscreen prompts you to enter the PIN.

4.6.1.3 Toll Collector Cash Drawer

Cash drawers are provided in each tollbooth and used as follows:

- Use the top drawer to hold the toll revenue.
- Keep toll revenue in a neat and orderly arrangement in the cash drawer.
- Keep the cash drawer locked whenever you are absent from your post, and keep the key in your during any such absence.
- Keep the keys in their locks when the cash drawers are in use and are unlocked.
- When the drawers are not in use, they must be locked, and the keys returned to the Plaza Shift Supervisor.
- It may be necessary during or immediately after peak traffic hours to turn over partial revenue collections to the Plaza Shift Supervisor.

4.6.1.4 Toll Collector Nameplate

Each Toll Collector is issued a nameplate.

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4.6.1.5   Revenue Bag

- Revenue bag(s) will be assigned to each Toll Collector at the start of each shift.
- At the end of the shift, place your collections in the revenue bag(s), record the deposit in the computer and deposit the bag(s) into the on-site safe in the Operations Building.

4.6.1.6   Forms

The following forms may be required during the shift and are kept in each tollbooth.

- Cross Island Parkway Shift Incident Report
- Cross Island Parkway Patron Complaint Form
- Cross Island Parkway Unusual Occurrence & Exception Report Form
- Suspect Description Form
- Cash Exchange/Transfer Report
- Ad Hoc Toll Collection Report

If the forms are not readily available in the tollbooth, notify the Plaza Shift Supervisor immediately.

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4.7   Opening the Toll Lane

Before opening a toll lane, a series of inspections is required. These required inspections are described in the following sections.

4.7.1   Security Inspection

- Conduct a security inspection of the tollbooth and toll lane area to ensure the preceding Toll Collector has left no toll revenue or personal equipment.
- Check the cash drawer, front and rear counters, windowsills, and floor for any cash. Keep any cash found separate from tolls collected during the shift and turned into the Plaza Shift Supervisor. The Plaza Shift Supervisor documents and deposits this money on the Supplemental Revenue Sheet.

4.7.2   Tollbooth / Lane Inspection

- Check locking mechanisms, doors, glass, lights, MLT, receipt printer, cash drawer, and cash tray in the booth and lane to determine that their physical and operating conditions are satisfactory.
- Notify the Plaza Shift Supervisor at once if any item is not in proper condition. The Plaza Shift Supervisor notes any discrepancy on the Cross Island Parkway Shift Incident Report.

4.7.3   Safety Inspection

- Conduct an inspection to determine any unsafe conditions. Unsafe conditions include the presence of a heavy accumulation of oil or grease in the toll lane, roadway or walkways, or any condition including unsafe wiring and safety equipment malfunction which may cause injury to personnel or damage to equipment.
- Notify the Plaza Shift Supervisor immediately of any unsafe conditions or malfunctioning equipment. The Plaza Shift Supervisor notes any discrepancy on the Cross Island Parkway Shift Incident Report.

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4.7.4   Supply Inspection

- Ensure that tollbooths contain an adequate quantity of supplies as listed:

  ◊ Rubber bands
  ◊ Paper clips
  ◊ Tape
  ◊ Pens
  ◊ Manually-issued toll receipts
  ◊ Palmetto Pass business cards and applications
  ◊ Toll road maps
  ◊ Forms

- Report low or missing supplies to the Plaza Shift Supervisor.

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4.8   Operating a Manually Attended Toll Lane

4.8.1   Logging On

- Complete all inspections as described in Sections 4.8.1 through 4.8.4.
- Log onto the MLT in the tollbooth. This allows the customer to pay cash or use the AVI.
- At the time of log on, check to make sure that the printer is operational, and the MLT shows "Printer - ON" and "Paper - OK."

4.8.2   Position for Collecting Tolls

- Make collections from a standing or sitting position at all times.
- Stand or sit at the doorway of the tollbooth, always behind the lower portion of the double door, while engaged in transactions with patrons.

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4.9 Classifying Vehicles

SCDOT has established standard vehicle classifications with appropriate fees for various types of vehicles likely to use the Cross Island Parkway.

4.9.1 Vehicle Classification Chart

Classify each vehicle in accordance with the Vehicle Classification Chart and register the proper classification into the MLT.

4.9.2 Island Traffic Signal

Once the vehicle has been classified, the toll collected, and the vehicle committed, the island traffic signal changes from red to green the customer exits the lane.

- If the island traffic signal is not functioning properly, advise the customer to go ahead and exit the lane anyway.
- Immediately notify the Plaza Shift Supervisor to report the malfunctioning traffic light and make a note on the Cross Island Parkway Unusual Occurrence & Exception Report Form.

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4.10   Making Change

- Clearly state the amount of change, if any, to the customer in order to avoid misunderstanding.

- When currency is received, it is weighted on the counter in full view, and not placed in the cash drawer until the change has been made and accepted by the customer.

- If a patron pays the toll with rolled coins, accept the payment, but open the coin wrapper before the patron leaves the toll lane to inspect the coins to make sure there is no foreign currency or slugs.

- If foreign currency or slugs are found in the rolled coins, request the patron to pay the correct toll. If the patron refuses to pay the toll, record the transaction as a violation.

- If accustomed to holding change for a single dollar, do not hand to the customer as change when the tendered amount is $2.00 or more. Holds the change and secure the proper balance of change required, then turns to the customer, count the money as prescribed, and hand the entire amount to the customer. Include a receipt, if requested.

- Inspect bills to ensure that $10 bill corners have not been put on corners of $1 bills to alter the amount.

- If a customer arrives at the plaza and immediately engages in conversation, courteously make an excuse to end the conversation, request the toll, and complete the toll transaction. After this transaction is completed, questions may be answered. This prevents confusion or arguments as to whether or not the toll payment has been made.

- Watch for shortages of any cash or coin denominations in the cash drawer and notify the Plaza Shift Supervisor in sufficient time to bring additional cash or coin denominations to make change. Use the Cash Exchange / Transfer Report to exchange currency and/or coins with the Plaza Shift Supervisor.

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4.11 Cash Accumulation

To keep from accumulating large amounts of cash, turn in excess cash to the Plaza Shift Supervisor as follows:

- Bundle bills to be turned in as stacks of $200
- Notifie the Plaza Shift Supervisor when excess cash needs to be turned in
- Complete a Cash Exchange / Transfer Report and has the Plaza Shift Supervisor sign for the cash being turned in.

At the end of each shift, the Plaza Shift Supervisor on duty returns the bundles of cash to the respective Toll Collector for inclusion in the Toll Collector's close-out or end-of-shift procedures.

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4.12   Unacceptable Payments

Do Not accept:

- Personal checks
- Travelers' checks
- Foreign currency or non-monetary forms of payment, i.e., watches, rings, etc.
- Payment of tolls for previous violations or transactions at other lanes. Advises customers their vehicle license plate was photographed at the location where the violation occurred and they will be notified by mail of the toll amount due
- Transponders being dropped off by patrons
- Violation payments
- Any partial payments
- Credit cards

4.13   Receipts to the Public

- Provide a properly printed receipt for cash toll collected from the driver of a vehicle, upon request, at the time of toll payment

- Honor a receipt request obligingly and without comment. Never issue a receipt for any alleged previous passage, and / or for any other lane

- In the event that the printer is incapacitated, fill out and issue the Manual Toll Receipt.

4.14　Directions to Motorists

Procedures for directions to motorists are described in section 3.10.2.

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4.15 Counterfeit Money

Since Toll Collectors are responsible for all revenue collected, it is imperative to have a thorough knowledge of methods for detecting counterfeit money and knows the procedure to be followed in the event that a customer submits a payment of counterfeit money.

4.15.1 Identification Of Counterfeit Bills

A close examination is the most reliable method of detecting counterfeit bills or coins. In the case of bills, the following steps are provided to assist the Toll Collector in establishing the authenticity of money offered in payment of tolls.

- Compare sizes of bill - Counterfeits are rarely the same size as genuine bills.
- Examine portrait - Especially around the pupils of the eyes, which are usually indistinct on counterfeit bills.
- Compare engraved border and green coloring with a genuine bill. The borders on the face and back plates of every bill are executed in minute detail with lathe or scrollwork. Outstanding characteristics are complete continuity and uniformity of shading. Most counterfeits are lacking in these respects.
- Check with any "alert lists" that may be available.

4.15.2 Acceptance Of Counterfeit Money

In the event that a Toll Collector feels the customer has become confrontational, counterfeit money should be accepted . The follow-up procedures are:

- When a possible counterfeit bill or coin is received, note the vehicle description and license plate number and immediately notify the Plaza Shift Supervisor.
- The Plaza Shift Supervisor notifies the Toll Superintendent, and the bill is held for police or other authorized personnel.
- Submit a Cross Island Parkway Unusual Occurrence & Exception Report Form describing the incident.
- Fill out the Suspect Description Form.

4.15.3 Customer Counterfeit Change Claim

If the customer claims that change returned upon payment of a toll was given in the form of counterfeit, mutilated, or foreign money, and if the customer has just paid the toll and the claim appears immediately to be an honest one, perform the following:

- Promptly retrieve the defective or otherwise apparently unacceptable money and issue change in official United States currency.
- Hold the alleged invalid money returned by the customer out of deposit for police or other authorized personnel and record the incident on the Cross Island Parkway Unusual Occurrence & Exception Report Form.
- Make a full report to the Plaza Shift Supervisor.

4.16 Short-Change Complaints

Follow these steps each time a short-change complaint is received:

- When a customer, who has not yet left the toll lane, claims to have been short-changed, and the Toll Collector is certain the claim is justified, the claim is paid in the proper amount.

- If the customer claim is doubtful, do not make a payment. If the customer has not left the lane, fill out the Cross Island Parkway Patron Complaint Form and indicate that the Plaza Shift Supervisor will investigate and follow-up once the cash drawer has been balanced at the end of the shift.

- If a customer departs from a toll lane without receiving the proper change, record the vehicle license number and immediately notify the Plaza Shift Supervisor. Include the overpayment with the daily deposit and submit a Cross Island Parkway Unusual Occurrence & Exception Report Form.

- When a customer informs a Toll Collector of being short-changed at a different toll plaza, ramp, or during a different Toll Collector's shift, makes out a Cross Island Parkway Patron Complaint Form and inform the customer the Plaza Shift Supervisor will follow up.

- When a customer telephones a short-change complaint to the Operations office, the employee receiving the call fills out the Cross Island Parkway Patron Complaint Form. The supervisor receiving the call prints the complainant's name on the line normally signed by the complainant. The notation "received via telephone" should appear under the printed name.

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4.17   Reported Overpayment

When a customer notifies a Toll Collector of receiving an overpayment, perform the following:

- Accept the money and give the customer a receipt noting this fact on the back.
- Fill out a Cross Island Parkway Unusual Occurrence & Exception Report Form and turn the money over to the Plaza Shift Supervisor who makes a separate deposit of the money using the Supplemental Revenue Sheet.

NOTE: If an overpayment is reported directly to a Plaza Shift Supervisor, follow the same procedure as above, and make a separate deposit.

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4.18 Operating a Manually Attended Toll Lane with ACM or AVI Capability

4.18.1 Logging On To The Lane

Use the Key Identifier Card to log onto the MLT.

4.18.2 AVI Customers

The island traffic light is amber as each new vehicle approaches, notifying the customer to stop.

- AVI lanes are operational at all times with the manually attended tollbooth. The MLT recognizes an AVI customer as the customer enters the lane. The vehicle appears on the MLT as the letter "A."
- If an AVI customer stops at the booth and wants to manually pay the toll, the toll vehicle classification / collections process is the same for any other vehicle.
- If the Toll Collector observes the MLT is not picking up the AVI customer or the island traffic light is not changing from amber to green, immediately call the Plaza Shift Supervisor and make a note on the Cross Island Parkway Unusual Occurrence & Exception Report Form. Do not close the lane.

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4.19　Closing a Toll Lane

Do not close lanes or place cones in the lane without direct authorization from the Plaza Shift Supervisor. This rule applies to both plaza and ramp operation.

Comply with the following procedures for closing a lane for meal or break periods and at the completion of a shift.

4.19.1　Closing a Lane for Meal or Break Periods

Before leaving the tollbooth for any meal or break:

- Prepare seed bag deposit as required
- Press the STANDBY button on the MLT to change the canopy light from green to red
- Place two cones below the canopy light at the entrance to the lane when the lane is clear of traffic
- Complete the MLT log off procedure
- Place the nameplate in the cash drawer and takes the Key Identifier Card
- Secure all cash collections in the cash drawer
- If using the cash drawer, lock the cash drawer. The cash drawer key is kept in the Toll Collector's possession

4.19.2　Closing a Lane at the End of a Shift

At the end of the Toll Collector's shift, perform the following steps to close the lane:

- Press the STANDBY button on the MLT to change the canopy light from green to red
- Place two cones below the canopy light at the entrance to the lane when the lane is clear of traffic
- Complete the MLT log off procedure
- Remove the nameplate, totals collections and the shift seed bag
- Place all completed forms and monies from the shift in the Revenue bag for deposit in the on-site safe. Leaves the cash drawer key in the cash drawer for the Toll Collector arriving on duty.
- Clean the counter top and tollbooth of loose debris, depositing same in the waste receptacles provided
- Close the tollbooth's door and verifies it is locked

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4.19.3   Direct Relief

When directly relieved by another Toll Collector or Plaza Shift Supervisor, traffic is momentarily stopped at the booth by the relieving person, while the changeover is being made. The changeover must be made within 60 seconds.

- The Toll Collector being relieved of duty:

  ⇒ Press the STANDBY button on the MLT to change the canopy light from green to red
  ⇒ Complete the MLT log off procedure
  ⇒ Remove his/her nameplate, adds collection and shift seed bags
  ⇒ Place all completed forms and monies for the shift in the Revenue bag for deposit in the on-site safe. Leaves the cash drawer key in the cash drawer for the Toll Collector arriving on duty
  ⇒ Clean the counter top and tollbooth of loose debris, depositing same in the waste receptacles provided

- The Toll Collector arriving on duty:

  ⇒ Log onto the MLT
  ⇒ Perform the procedures described in section 4.8, as required, and when traffic allows
  ⇒ Place the seed bag in the cash drawer

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4.20   Ad Hoc Collections - Equipment Malfunctions

See Section 4.40.

- Notify the Plaza Shift Supervisor or system operator immediately of equipment malfunctions. The Plaza Shift Supervisor makes the determination if the lane should be closed (coned off) or if ad hoc traffic collection is to be performed.

  ⇒ If the lane is to be coned off, follow standard lane closure procedures.
  ⇒ If ad hoc toll collection is to be performed, continue with the following steps.

- Note on the Cross Island Parkway Unusual Occurrence & Exception Report Form the time the malfunction occurred and when it was corrected

- Record the number and class of vehicles being processed on the Ad Hoc Toll Collection Report. This information is forwarded to the Account Clerk to aid in reconciliation

- Resume normal toll collection when the malfunction has been corrected

- Place ad hoc toll collection funds and the Ad Hoc Toll Collection Report in a separate Revenue bag provided by the Plaza Shift Supervisor. These are kept separate from all other funds.

- Lock the Revenue bag and keep the Revenue bag key.

- Keep the Revenue bag in the tollbooth until the end of the shift.

- Deposit the Revenue bag(s) into the on-site safe at the end of the shift. The Plaza Shift Supervisor must witness the deposit of the Revenue bag(s) into the on-site safe, and both the Toll Collector and the Plaza Shift Supervisor must sign the Deposit/Transfer Log.

4.21　Closing Out At The End Of A Shift

The Toll Collector:

- Remove the seed bag in accordance with Section 4.7.1

- Stack all bills by denominations ($1, $5, $10, etc.) in a uniform manner. Stack the denominations face up, with bills facing in the same direction. Secure stacks with rubber bands. Place all currency in the Revenue bag.
- Place coins in the Revenue bag
- Place the original Cross Island Parkway Unusual Occurrence & Exception Report Form in the Revenue bag, if applicable
- Seal the Revenue bag
- Perform revenue reconciliation in the Host Revenue Reconciliation Application

The Plaza Shift Supervisor:

- Unlocks and opens the on-site safe
- Witnesses the Revenue bag drop and signs the Deposit / Transfer Log

The Toll Collector:

- Drop the sealed Revenue bag into the on-site safe
- Sign the Deposit/Transfer Log

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4.22 Outside Employment

CIP personnel are permitted to accept outside employment or activities unless such activities in any way hold preeminence over CIP toll road operations, involve conflicts of interest, or prevent the performance of duties on behalf of Lockheed Martin IMS.

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4.23 Standards of Conduct

4.23.1 All CIP Personnel

- Will conduct themselves in a manner that reflects favorably upon the good name and reputation of SCDOT and Lockheed Martin IMS
- Are prohibited from the use of or trafficking in narcotics or any other controlled substance. Violators may be subject to immediate dismissal.
- Are prohibited from consumption or possession of alcoholic beverages on SCDOT property. Employees reporting to work under the influence or emitting pronounced odor of intoxicating beverages are not permitted to work and may be subject to disciplinary action.
- Are prohibited from engaging in games of chance or in the sale or purchase of raffle, lottery, or sweepstakes tickets or any other form of gambling on SCDOT property
- Are prohibited from soliciting funds for any charity or other causes on SCDOT property without prior authorization from the Toll Operations Manager
- Are prohibited from the possession or handling of weapons on SCDOT property, including parking areas
- Are prohibited from chewing tobacco while on duty. Smoking is prohibited except in designated smoking areas.
- Are required to report any change of address or telephone number within 48 hours to their immediate supervisor and the IMS Human Resources office

4.23.2 Toll Collection Personnel Specifically

- Are prohibited from accepting gifts, tips, or any article of value from customers in payment for personal services or as a pledge of payment for tolls while on duty
- Are prohibited from purchasing property or services of any kind from a driver or occupant of any vehicle using the CIP while on duty
- Are prohibited from soliciting rides for or from customers using the CIP while on duty

4.24　Training and Appraisals

4.24.1　Training

- The Toll Superintendent is responsible for ensuring that all CIP personnel have received the complete and proper training to prepare for manual toll collection. It is a requirement that all personnel, regardless of normal duty assignments, be trained in manual toll collection.
- The Account Clerk is responsible for ensuring that all applicable CIP personnel have received the complete and proper training to prepare for cash toll revenue processing.
- The CIP Office Manager is responsible for ensuring that all Customer Service Representatives have received the complete and proper training to prepare for service center operations.
- The On-site Installation Manager and / or Lead Maintenance Technician is responsible for ensuring that all technicians and other applicable CIP personnel have received complete and proper training for lane equipment maintenance, particularly reactive maintenance.

4.24.2　New Employee Appraisals

Toll Collectors, Senior Toll Collectors, Plaza Shift Supervisors, Maintenance Technician, and Customer Service Representatives are hired on a probationary basis. The probationary period is 90 days. At the end of 90 days, the following appraisals will take place:

- The Plaza Shift Supervisors evaluate the Toll Collectors and Senior Toll Collectors.
- The Toll Superintendent evaluates the Plaza Shift Supervisors.
- The CIP Office Manager evaluates the Customer Service Representatives.
- The Toll Operations Manager evaluates the Maintenance Technicians with input from the Lead Technician and / or Installation Manager.

4.24.3　Annual Appraisals

Managers will follow the IMS guidelines for the timely appraisal of employees. Employees are evaluated annually.

4.25 Disciplinary Action

4.25.1 IMS Guidelines

Managers follow the IMS guidelines for appropriate disciplinary actions.

4.25.2 Documentation Requirements

Before any type of disciplinary action is taken against a CIP employee, a complete written report must be completed by the immediate supervisor and submitted to the Toll Operations Manager for review. Such a report should include written statements from witnesses, when applicable.

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4.26   General Office Communications

4.26.1   The Toll Superintendent

The Toll Superintendent is the main channel of communication between the toll collection personnel and all other personnel. The Toll Superintendent meets with toll collection personnel as often as is necessary to ensure an open line of communication is maintained and that changes in policies and procedures are properly disseminated.

4.26.2   The CIP Office Manager

The CIP Office Manager is the main channel of communication for the Customer Service Center operation. The CIP Office Manager meets with CSC personnel as often as is necessary to ensure an open line of communication is maintained and that changes in policies and procedures are properly disseminated.

4.26.3   The Toll Operations Manager

The Toll Operations Manager ensures that all communications from IMS and / or SCDOT are properly disseminated to appropriate personnel. To ensure that an open line of communication between all CIP personnel is maintained, the Toll Operations Manager meets with the Toll Superintendent, CIP Office Manager, and Lead Maintenance Technician on a regular basis.

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4.27   Safety, Security, and Maintenance

For safety and security reasons, the Cross Island Parkway Operations Building requires visitor registration, limited access by job function of CIP employees, and is not open to the general public.

Visitors are required to use the plaza (facing the lanes) entrance door, register with the on-duty Plaza Shift Supervisor, present photo identification, and may not enter secured areas or the tunnel without an authorized LMIMS or SCDOT employee escort.

Movement within the Building by customers requiring emergency use of the restroom facilities will be closely monitored by the on-duty Plaza Shift Supervisor until the customer departs the building.

Tour groups sponsored by SCDOT or LMIMS require a minimum of 24-hours advance notice to the Toll Operations Manager or Toll Superintendent.

Employees may not bring visitors to the facility, including family members, without prior authorization from the Toll Operations Manager / designee.

4.27.1   Toll Collection Personnel

- Report defective toll equipment to the Plaza Shift Supervisor
- Do not leave assigned tollbooth during shift except when properly relieved or in the case of an emergency. When an emergency arises, use procedures outlined in sections 4.38 to 4.40.
- Do not allow anyone in the tollbooth while on duty, except at the direction of the Plaza Shift Supervisor for the purpose of relief, training, maintenance, or supervisory inspection
- Never extend a hand to accept a toll with the arm and elbow in a stiff or rigid position while the customer's vehicle is moving. The instant the Toll Collector's hand comes in contact with the customer's hand, the Toll Collector should turn or swing to the left and allow the customer's hand to immediately follow along the line of travel of the vehicle.
- Never attempt to reach inside of any vehicle, moving or otherwise, to collect a toll
- Always be in a position of readiness at the toll window of the tollbooth as each vehicle enters the assigned lane. In the event that a customer loses control of the vehicle, the Toll Collector may then be in a better position to move out of the tollbooth for safety.

4.27.2   Toll Collection Personnel & Maintenance Technicians

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- Never attempt to conduct CIP business while walking alongside a moving vehicle
- Never open the door of a vehicle except in the case of an emergency
- Never request the driver of a vehicle to push or tow another vehicle. Drivers should never back up in, or back out of a lane, unless in an extreme emergency.
- Never request customers to get out of their vehicles to retrieve any object that may have fallen or been dropped in the lanes. CIP personnel provide a public service and should, therefore, offer to pick up the fallen object for the customer. However, objects should not be picked up until the vehicle is safely out of the way.

4.27.3 Plaza Shift Supervisor

- Ensures that Toll Collectors do not allow unauthorized personnel into the tollbooths
- Is responsible for ACM vault tracking. Specific vault tracking procedures have been established and approved by SCDOT. These procedures are identified in the Plaza Supervisor's User Manual.
- Regularly monitors all tunnels, doors, lanes, and buildings to ensure safety and security
- Periodically inspects the interior of tollbooths to ensure Toll Collector safety
- Verifies that all Toll Collectors perform all required inspections
- Immediately reports to the Lead Maintenance Technician any defective equipment or reported maintenance requirements. Immediately reports to the Toll Superintendent any damage to facilities.

4.27.4 All CIP Personnel

- Will cooperate in every way in the proper care and maintenance of all SCDOT buildings, grounds, furniture, fixtures, and equipment
- Will use facilities and equipment including heat, light, stationery, and similar commodities with due respect for economy, efficiency, and cleanliness
- Will not be permitted to use a personal television set on SCDOT property. If a radio is used, the volume is expected to be kept down to a level that provides no interference while working. No earphones are to be worn when listening to the radio. No other personal electronic audio devices are permitted in the tollbooths or offices.

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- Will cooperate to the fullest extent and comply with requests for assistance made by local police. The processing of traffic is of prime importance and any delays should be kept to a minimum.
- Will report each injury, no matter how slight, immediately, and secure medical treatment as directed by the Plaza Shift Supervisor. A complete report of the incident / accident is stated on the CIP Incident Report and is filed with the Plaza Shift Supervisor. All such incidents are handled in accordance with South Carolina State Law.
- Must always use the tunnel between the tollbooths and the Operations Building
- While in the lanes, should never step off the curb unless facing approaching traffic. Must always wear a safety vest while in the lanes.
- Should always be certain that no body parts project over the curb while standing in the lanes
- Should never offer any resistance in the event of a holdup
- Whenever handling currency and coins, should wash hands thoroughly before eating or drinking
- Should always use good judgment, follow established procedures, and conduct themselves in a businesslike manner

4.28   Supplies & Equipment

All requests for the purchase of supplies and equipment will be submitted to the CIP Office Manager utilizing a purchase requisition form. It is the responsibility of all personnel to ensure that requisitions are complete and accurate before submittal. The Toll Operations Manager and the CIP Office Manager must approve all requisitions.

The CIP Office Manager is responsible for maintaining an accurate inventory of all supplies and equipment utilizing a system that ensures accuracy and weekly tracking capability.

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4.29 Robberies and Threats

4.29.1 Documentation

- Document all robbery attempts or threats of any kind on the CIP Incident Report.
- If a description of the individual committing the robbery or robbery attempt is available, complete the Suspect Description Form.

4.29.2 Procedures to Follow

1. If threatened with physical harm unless allowed to pass through the lane:

    - Do not be drawn into a confrontation.

    - Allow the customer to pass through the lane

    - Immediately notify the Plaza Shift Supervisor

    - Although the VES will photograph the license plate of the vehicle, attempt to get the license plate number and state, as the vehicle exits the lane.

2. If threatened by anyone wielding a weapon of any kind:

    - Do not resist

    - Allow the person to pass through the lane

    - Immediately notify the Plaza Shift Supervisor.

    - Although the VES will photograph the license plate of the vehicle, attempt to get the license plate number and state, as the vehicle exits the lane.

3. If held up by anyone demanding money:

    - Hand the entire cash drawer over immediately

    - Concentrates on the description of the robber

    - DO NOT HESITATE OR RESIST IN ANY MANNER WHATSOEVER.

    - If the robber hands the cash drawer back, take it. The cash drawer may contain the robber's fingerprints

    - If possible, be careful not to smudge or add fingerprints.

- After a robbery:

  ⇒ Call 911
  ⇒ Look quickly for the vehicle license plate and state
  ⇒ Note the color and make of the vehicle and any distinctive markings or features
  ⇒ Notify the Plaza Shift Supervisor
  ⇒ Complete the Suspect Description Form and Incident Report

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4.30   Uniforms, Clothing and Equipment

4.30.1   Standard Uniform

The standard uniform for Toll Collection, Maintenance, and Service Center personnel shall include an IMS issued "golf" style shirt, light blue in color, with the name "Cross Island Parkway" embroidered across the left breast. Short-sleeved shirts will be worn during warm weather and long-sleeved shirts during cool weather.

- Each full-time employee will be issued 5 shirts.
- Each employee is responsible for the laundering and care of his/her shirts.
- Shirts must be turned into the CIP Office Manager upon termination of employment.
- Each part-time employee will be issued 2 shirts.
- Employees will be issued 3 pairs of khaki slacks.

4.30.2   Other Clothing Requirements

All other personnel employed at the Cross Island Parkway are required to wear clothing that is considered "casual business attire."

4.30.3   Equipment

Each employee will be issued a Key Identifier Card (swipe card) which is used to gain access to the toll facilities and to log-on to the computer system. A $5.00 replacement charge will be levied for any loss or damage to an issued card. Employees should immediately report the loss of a Key Identifier Card to their immediate supervisor.

A padlock and key will be issued for use with a personal locker, when available.

4.30.4   Equipment Issue Form

Uniforms and equipment will be issued via the Equipment Issue Form and signed for by each employee.

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4.31 Scheduling

The Toll Superintendent and the CIP Office Manager are responsible for scheduling all personnel requirements to operate the Cross Island Parkway. The Toll Superintendent and the CIP Office Manager are also responsible for managing and maintaining records for attendance, punctuality, overtime, vacations, sick leave, and any other leave requests. The Plaza Shift Supervisor submits daily attendance records to the Toll Superintendent. Toll collection is a 24-hour, seven-day-a-week, 52-week-a-year operation. Therefore, it is essential that all shifts be properly staffed and supervised. IMS and SCDOT have policies in place that grant sufficient sick and vacation leave, and holiday privileges. The Plaza Shift Supervisor is responsible for setting a good example by not abusing these privileges.

- Plaza Shift Supervisor and Toll Collector schedules vary, providing for day, evening, and weekend shifts.
- Schedules are posted at least two weeks in advance.
- Any changes or substitutions must be requested in writing at least 72 hours in advance of the change to the immediate supervisor. The request is acknowledged in writing within 24 hours.
- Plaza Shift Supervisors and Toll Collectors are assigned to shifts for regular fixed hours. Generally, the policy is to honor the normally scheduled shift. However, assignments are governed by the need to ensure efficient Cross Island Parkway toll road operations. If necessary, normally scheduled shifts are changed.
- Plaza Shift Supervisors and Toll Collectors unable to report for work must notify their immediate supervisor or location of assignment two hours before the commencement of the shift. The Plaza Shift Supervisor or Toll Collector makes such reports via a personal telephone call. Telephone messages are not considered acceptable.

4.31.1 Holidays, Vacations, and Sick Leave

Holidays, vacations, and sick leave are as directed by IMS Human Resources Policies.

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4.31.2   Tardiness/Absenteeism

- All personnel must be punctual at all times, are to be in uniform when appropriate, punched in, and ready to start their shift in accordance with their scheduled start time.
- Plaza Shift Supervisors are to be in uniform and ready for their assignment no later than five minutes prior to the scheduled time.
- Plaza Shift Supervisors and Toll Collectors must notify their immediate supervisor as soon as possible in the event of a delay in reporting to work.
- Plaza Shift Supervisors and Toll Collectors must not be tardy. Tardiness more than twice a week may lead to disciplinary action.

4.31.3   Overtime

Mandatory overtime may be required for Toll Collectors and Plaza Shift Supervisors to complete shift requirements during peak traffic or emergency situations. All full-time employees are salaried.

- Overtime compensation, when applicable, shall be straight time.
- Any period of time that is 2 hours or less shall be considered hold-over time and not be payable as overtime.
- Plaza Shift Supervisors and Toll Collectors are offered overtime on a rotating schedule.
- The Plaza Shift Supervisors offer overtime to Toll Collectors on their shift on a rotating schedule. If no Toll Collector is available for work, Plaza Shift Supervisors can then refer to other shifts for available Toll Collectors.
- The Toll Superintendent offers overtime to Plaza Shift Supervisors on a rotating schedule.
- The schedule is kept in the Plaza Shift Supervisor's office.
- If a Toll Collector or Plaza Shift Supervisor is offered the opportunity to work overtime and refuses, the roster is marked as such, the Toll Collector or Plaza Shift Supervisor refusing overtime is moved to the bottom of the roster, and the next person on the list is contacted.
- The Plaza Shift Supervisor reviews Toll Collector overtime rosters periodically to ensure the rotation is being followed.
- The Toll Superintendent reviews Plaza Shift Supervisor overtime rosters weekly to ensure the rotation is being followed.

4.31.4 Holdover

In circumstances where it is necessary to hold over a Toll Collector or Plaza Shift Supervisor past their scheduled shift, a meal allowance is granted for periods of time in excess of four hours, providing a meal receipt is submitted.

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4.32   Customer Relations

4.32.1   Purpose

This section helps the Toll Collectors, Customer Service Representatives and Plaza Shift Supervisors become professional and comfortable in dealing with the public. Most CIP personnel will come in contact with customers on a daily basis.

IMS provides Hilton Head and surrounding communities with a very special service, and IMS appreciates patron use of the toll roads. Both IMS and SCDOT want the public to feel good about using the Cross Island Parkway and the personnel that operate it.

At times, it may become necessary for Plaza Shift Supervisors and other CIP personnel to collect tolls. If this occurs, all CIP personnel, including the Plaza Shift Supervisors, should follow the same guidelines as the Toll Collector and Customer Service Representative.

The purpose of customer relations is to:

- Promote customer satisfaction
- Make everyone's job easier and more satisfying

By understanding customer relations, CIP personnel know:

- How to conduct each transaction smoothly and quickly
- Why customers act the way they do
- How to manage interpersonal conflict

CIP personnel responsibilities are:

- To present SCDOT with a professional, public image
- To process traffic through toll lanes quickly and efficiently
- To process customer service requests quickly and efficiently
- To know how to handle a variety of unexpected situations
- To provide information regarding travel routes in the general vicinity of the toll facility
- To hand out business cards and materials on the Palmetto Pass and the Cross Island Parkway, when requested.
- To post their nameplates on the tollbooth door or Service Center window while performing CIP duties
- To give their first name pleasantly and promptly to anyone, upon request

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- To handle complaints and criticism from customers in a polite manner and immediately report them. Customer complaints must be documented on the Cross Island Parkway Patron Complaint Form.
- Not to resort to abusive language or violence of any kind. In the event of an argument, ask the customer to pull safely to the side of the road and call the Plaza Shift Supervisor immediately.

Patrons walking up to a tollbooth asking for assistance must be directed to remain on the road shoulder across from the tollbooth. The Toll Collector then notifies the Plaza Shift Supervisor.

Plaza Shift Supervisor responsibilities are:

- To understand customer service
- To wear proper uniform, dress, name badges, nameplates, etc.
- To communicate properly when dealing with the public
- To give instructions to patrons, i.e., filling out forms, giving road directions, or other procedures
- To deal effectively with patron complaints

4.32.2   Greeting / Appreciation

- The Toll Collector or Customer Service Representative must greet each customer.
- The Toll Collector or Customer Service Representative should thank each customer, every transaction, every day.
- If the Toll Collector or Customer Service Center Representative says only two words to a customer, it should simply be, "THANK YOU."

4.32.3   Knowledge

All CIP personnel should:

- Know what it takes to be a professional at all times
- Know how to direct customers to destinations
- Know how to handle emergency situations
- Follow carefully described procedures to ensure safety. The Plaza Shift Supervisor should be notified immediately of any problem threatening safety and security.

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4.32.4 Appearance

All CIP personnel must look neat at all times. Appearance of CIP personnel includes dress, looks, and manners.

Always remember:

- CIP personnel represent SCDOT.
- Dress to convey nonverbal communication about job satisfaction.
- Neat and professional dress increases presence and authority when dealing with the public, and the public quickly feels good about Cross Island Parkway.
- A sloppy look, bad posture, or a scowling face can put the customer on the defensive, and the CIP employee's job becomes more difficult.
- Follow uniform guidelines at all times (as outlined in Section 4.31 of this manual).
- With the daily pressures associated with serving hundreds of people face-to-face, it can be difficult maintaining a professional outlook. Being a professional means that when customers become annoyed with the toll road, for whatever reason, the CIP employee must maintain composure and continue to perform the job in a professional manner. The CIP employee must continue to:

  ⇒ Work efficiently

  ⇒ Think, and not feel

  ⇒ Remain in complete control

- IMS wants the public to know professional treatment can be expected at all times.

4.32.5 Accuracy

Accuracy of a Toll Collector is important because it instills confidence in the customer and ensures that all transactions are appropriately handled and accounted for. Toll collector accuracy is dependent on the following:

- Correctly classifying vehicles
- Correctly counting the money the customer has given you
- Providing the customer with the correct change
- Correctly processing each transaction

4.33   Money Losses by CIP Personnel

In the event of a loss of money, other than errors in the normal collection and registration of tolls, an investigation is to be made. This investigation will determine the degree of carelessness, the work-related background of the Toll Collector, and all other extenuating factors that occurred during the shift.

Based on the results of the investigation, the Toll Operations Manager / designee makes a recommendation as to what disciplinary action is deemed appropriate. The following sections outline the possible outcomes of an investigation and those actions to be taken in each case.

4.33.1   Shortages and / or Overages

In the following types of losses, disciplinary action of the Toll Collector is mandatory, except in extraordinary cases:

- Records of Toll Collector collection activities of shortages or overages are tracked in increments of two weeks. If, at the end of the two-week period, the shortage is found to be excessive, the appropriate disciplinary action is taken (see Section 4.34.2).
- Shortages that are discovered or occur on the last day of a Toll Collector's employment

4.33.2   Disciplinary Action

In all cases of money loss due to carelessness, disciplinary action is considered. Such action consists of a letter of warning for a first offense and more severe action for any recurrence.

In keeping with this policy, it is incumbent upon the Toll Superintendent and Plaza Shift Supervisors to notice careless practices that could lead to losses and to take steps to stop them. This means that a letter of warning could be recommended for a Toll Collector, even though no money was lost.

All Toll Collectors must remain in good standing with IMS. IMS has developed a point system as an indicator for disciplinary actions that are required to be taken. The actions listed in Table 4-1 are guidelines. Each incident is reviewed on a case-by-case basis by the Toll Operations Manager / designee for determination of the final action.

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STANDARD	POINTS ISSUED	ACTION
A single deposit with an error rate of less than $5.00	None	This is the minimum standard which should be met by all personnel.
A single deposit with an error rate of $5.00 or greater but less than $10.00	One Point	Letter issued by Plaza Shift Supervisor notifying employee of discrepancy and point assigned. Retraining may be scheduled.
A single deposit with an error rate of $10.00 or greater but less than $25.00	Two Points	Letter issued by Plaza Shift Supervisor notifying employee of discrepancy and point assigned. Retraining may be scheduled.
A single deposit with an error rate of $25.00 or greater but less than $40.00	Three Points	Letter issued by Toll Superintendent notifying employee of discrepancy and point assignment. Employee is put on probationary status.
A single deposit with an error rate of greater than $40.00	Four Points	Letter issued by Toll Operations Manager notifying employee of discrepancy. points assigned, and one-day suspension (unpaid).
	Accumulation of Six Points*	IMS terminates employee.

Table 4-1 Guidelines for Disciplinary Action Enforcement

*Points are cumulative. The following are examples of the possible point accumulation and the resulting disciplinary action.

- Two 1-point discrepancies result in a two-point disciplinary action.

    Example: One point was issued on January 10, 1996 because of a $5.50 discrepancy in the daily deposit. The Plaza Shift Supervisor issues a letter notifying the Toll Collector of the discrepancy and the point. On March 15, 1996, another point was issued because of a $6.75 discrepancy in the daily deposit. The Plaza Shift Supervisor issues a letter notifying the Toll Collector of the discrepancy and the point issued.

- One 1-point discrepancy and one 2-point discrepancy result in a 3-point discrepancy.

    Example: One point was issued on January 17, 1996 because of a $5.50 discrepancy in the daily deposit. The Plaza Shift Supervisor issues a letter notifying the Toll Collector of the discrepancy and the point. Two points were issued on February 4, 1996 because of a $11.50 discrepancy in the daily deposit. The Toll superintendent issues a letter notifying the Toll Collector of the discrepancy and the points issued. The Toll Collector is put on probation status.

- One 2-point discrepancy and one 4-point discrepancy would result in the 6-point disciplinary action.

Example: Two points were issued on June 10, 1996 because of a $15.25 discrepancy in the daily deposit. The Plaza Shift Supervisor issues a letter notifying the Toll Collector of the discrepancy and the points. On August 4, 1996, four points were issued because of a $45.00 discrepancy in the daily deposit. IMS terminates the Toll Collector for accumulated points.

Toll collector's revenue and deposits are reviewed on a daily basis. If any of the established performance standards are not met, the Toll Collector is subjected to the disciplinary action described in Table 4-1.

The total points are reviewed at the time of the two-month evaluation and appraisal for employees completing the introductory period. After this evaluation and the employee assumes regular status, any points accumulated to date are erased and the process starts over. From this point on, points are reviewed every month on a rolling six-month basis by the Toll superintendent / designee.

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SC_DOT\UserManual\Rev_1.0\Toll_Coll\Chap_4.doc   **Policies & Regulations • 4-51** *Proprietary Data*

4.34 Emergencies

In the event of an emergency, follow the procedures described in Sections 4.38 through 4.40.

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4.35　Key Control

4.35.1　Key Control Responsibilities

It is the responsibility of the Toll Superintendent to maintain control of all keys at the CIP facility. This includes maintaining an accurate log of where every copy of every key is located and to whom each key is assigned.

4.35.2　Safe Keys

Holding safe keys are extremely sensitive items. Every holding safe key must be accounted for at all times. Part of the shift changeover procedures for Plaza Shift Supervisors includes signature transfer of the holding safe key. All additional holding safe keys will be kept secure in a key control box located in the Toll Operations Manager's office.

4.35.3　Key Control Box

The Toll Superintendent, Office Manager, and Toll Operations Manager only may access the key control box, located in the Toll Operations Manager's office. An access log will be kept inside the box and must be completed whenever access to the box is accomplished.

4.35.4　Key Inventory

An inventory of keys will be conducted on a monthly basis. The Toll Superintendent will perform this. A checklist will be used to verify all keys. Copies of sensitive keys will not be requisitioned or procured without the signed authorization of the Toll Operations Manager.

- The following keys are considered extremely sensitive:
    - ⇒ Vault Coin Boxes
    - ⇒ Cash Drawers

4.36   Telephone Use

It is expressly prohibited that CIP personnel use office or tollbooth telephones for making personal phone calls. Prior approval by the immediate supervisor is required for emergency personal phone calls to be made. The fax machine is not to be used for sending personal faxes.

All long distance phone calls or faxes must be logged on the CIP Telephone Log and submitted to the CIP Office Manager on a weekly basis.

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4.37 Critical Lane Failures

4.37.1 Definition

A critical lane failure occurs when the following circumstances arise:

- An ACM in a ramp lane fails to accurately collect cash revenue
  - ⇒ Counts a coin multiple times
  - ⇒ Jams without self-recovering
  - ⇒ Miscounts coin denominations
- One or more plaza lanes fail during peak traffic hours causing a serious inconvenience to customers
- Power interruptions across all or the majority of plaza lanes at any time

4.37.2 Notifications

- If, during the course of a shift, a critical lane failure occurs, the following CIP personnel notifications must be made:
  - ⇒ On-duty or on-call Maintenance Technician
  - ⇒ Toll Superintendent
  - ⇒ Toll Operations Manager
- On a case-by-case basis, the Toll Superintendent or Toll Operations Manager will make a determination as to whether or not additional toll collection personnel must be called in to assist with ad hoc toll collection.
- If the critical lane failure is the result of a power failure and / or the failure of the UPS system, the following notifications will be made immediately:
  - ⇒ The local power company
  - ⇒ The Facility Maintenance Contractor
- If a power failure occurs during nighttime hours, the following additional notifications will be made:
  - ⇒ The police department
  - ⇒ SCDOT

4.37.3 Ramp Lanes

- Failure of the Automatic Coin Machines in either ramp lane is considered a critical lane failure and will require immediate action from on-duty CIP personnel.
- If there is no Maintenance Technician immediately available on-site and the failure occurs prior to the over-night shift change, the Plaza Shift Supervisor must drive to the ramp lane and attempt reactive repair of the ACM.
- If reactive repair attempts fail, the on-call Maintenance Technician must be contacted and notified of the lane failure.

- If traffic needs demand it, the Plaza Shift Supervisor must assign an available CIP employee to report to the ramp lane to conduct ad hoc toll collection procedures

4.37.4 Plaza Lanes

Correct operation of the canopy signal lights is a major factor in determining the critical failures at the Plaza lanes. If the lights "freeze" in red (lane closed) mode and cannot be overridden, then it becomes necessary to have CIP personnel in the lanes directing traffic to enter the lanes that are available for toll collection. See manual traffic direction in section 4.40.2.

- Determination as to traffic flow impact must be made immediately by the on-duty Plaza Shift Supervisor.
- If there is no anticipated major inconvenience to customers as a result of lane failures, the on-duty Plaza Shift Supervisor need only notify the on-duty or on-call Maintenance Technician.

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4.38 Emergency Evacuation Procedures

In the event that CIP staff are officially notified of an emergency evacuation of Hilton Head Island due to severe weather, the following notifications will be made:

- SCDOT
- Toll Superintendent
- Toll Operations Manager

4.38.1 Emergency Evacuation Assistance Plan

The Cross Island Parkway will be an integral component for the safe evacuation of residents and guests in the Hilton Head Island communities. As such, CIP personnel may be required to render assistance during the evacuation process. (No specific plan has been developed as of this submission.)

4.38.2 Immediate Evacuation

Under no circumstances will any CIP employee remain on-site if an official order for immediate evacuation is given. Toll Collectors, Customer Service Representatives, and any other personnel processing cash will immediately turn over all cash to the on-duty Plaza Shift Supervisor who will secure the cash in the on-site safe.

4.38.3 Timely Evacuation

In the event that official notification of an emergency evacuation allows time to disconnect and secure equipment and turn off power, the following steps should be taken:

- Disconnect MLT's and receipt printers in the booths and store them in the Maintenance Shop.
- Turn off and unplug all electrical equipment including computers, printers, copiers, etc.
- Secure all tollbooths.
- Ensure that lane island traffic signals are securely mounted.
- Ensure that all cash is secured in the on-site safe.

4.39 Ad Hoc Toll Collection

Ad hoc toll collection is conducted only when one or more lanes are unable to properly process traffic. If traffic demands deem it appropriate, a problem lane should be closed until repair can be accomplished. If the demands of traffic require that all lanes be available for traffic processing, such as during rush hours, then the ad hoc toll collection procedures should be used.

4.39.1 Documentation

- Report Ad hoc toll collection is reported on the Ad Hoc Toll Collection Report.
- The CIP Shift Supervisor's Report must show, in detail, the reasons for using Ad Hoc toll collection - date, times, lanes, and Toll Collectors involved.
- The Account Clerk will use a Supplemental Revenue Deposit Report when preparing these funds for deposit.

4.39.2 Manual Traffic Direction

Manually directing traffic into toll lanes will only be attempted during critical lane failures where it is absolutely necessary to control traffic flow because of failed overhead canopy signal lights.

- CIP employees engaged in manual traffic directing must be wearing a safety vest. Additional reflective arm and leg bands must be worn during dark hours.
- Employees will be positioned out of the lanes of traffic but visible to approaching vehicles. Employees may stand between two lanes available for traffic processing and signal vehicles into both lanes using traffic batons.
- Employees will not attempt to direct traffic into lanes other than those lanes to the immediate right and left of where the employee is positioned.

4.39.3 Ad Hoc Toll Collection – Attended Lanes

Attended lanes are those lanes at the mainline barrier where either manual or AVI toll collection is possible. No Automatic Coin Machines (ACM) are available in attended lanes at this time. The Plaza Shift Supervisor or Toll Collector is required to collect and verify toll payments and record vehicle class information. Additionally, the Plaza Shift Supervisor may be required to conduct ad hoc toll collection at one of the ramp lanes should the equipment fail, but only

until the ACM can be set up for ad hoc collection per Section 4.40.4 below. Great care for personal safety should be observed while working in these lanes.

Plaza Shift Supervisors and Toll Collectors are provided with appropriate safety and operational equipment, listed below:

- **Note**: A seed bag may not be necessary if ad hoc toll collection is being performed in a lane requiring patrons to have exact change.
- Standard uniforms for Toll Collectors and Plaza Shift Supervisors, as described in Section 4.31
- Toll collectors' seed Bags, as described in Section 4.7.1 (as required)
- Coin dispensers or change aprons
- Small calculator (optional)
- Ad Hoc Toll Collection Report and a supply of appropriate forms such as preprinted receipt forms, Cross Island Parkway Patron Complaint Forms, and Cross Island Parkway Unusual Occurrence & Exception Report Forms
- Clipboards and pens / pencils
- Chairs (optional)
- Water
- Walkie-talkies or portable phones for communications with toll booths (for emergency use or to request a brief break)

Some of the above items are mandatory and others are issued based on current need. Additional pieces of equipment may be supplied at the discretion of the IMS Toll Operations Manager/designee.

- The number and class of vehicles being processed should be recorded on the Ad Hoc Toll Collection Report. This information is forwarded to the Toll Superintendent to aid in reconciliation.
- Ad hoc toll collection funds and the Ad Hoc Toll Collection Report are kept separate from all other funds and are placed in a separate Revenue bag provided by the Plaza Shift Supervisor.
- After the funds and the Ad Hoc Toll Collection Report are placed in the Revenue bag, the Revenue bag is sealed.
- The Revenue bag is kept in the tollbooth until the end of the shift.
- At the end of the shift, the Plaza Shift Supervisor deposits the Revenue bag(s) into the on-site safe. The Plaza Shift Supervisor signs the Deposit Transfer Log.
- The Plaza resumes normal toll collection when the malfunction has been corrected.

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4.39.4   Ad Hoc Toll Collection – Unattended Lanes

Unmanned ad hoc toll collection is performed under the following conditions:

- Scheduled PM
- ACM malfunction
- Emergency lane closure, i.e., accidents, chemical spills on the toll road, etc.

If the lane closure is due to an ACM failure, the system operator notifies the Plaza Shift Supervisor, and the Plaza Shift Supervisor goes to the location and attempts to correct the malfunction.

If the Plaza Shift Supervisor cannot correct the ACM malfunction, he notifies the on-duty or on-call Maintenance Technician to repair the ACM.

The Plaza Shift Supervisor documents the malfunction on the Cross Island Parkway Shift Incident Report.

If required, the Plaza Shift Supervisor performs ad hoc toll collection, as described in Section 4.40.3, until the Maintenance Technician arrives.

After the Maintenance Technician arrives and it is determined that the lane can safely remain open, the Plaza Shift Supervisor and the Maintenance Technician initiate ad hoc toll collections as follows:

- Even though the ACM is malfunctioning, traffic is still being monitored and recorded. The Toll Superintendent reconciles the supplemental deposit of unmanned ad hoc toll collections based on the actual traffic count, not the funds collected.
- A sign is placed above the ACM basket indicating the amount of the toll to be paid based on vehicle axle count.
- The Maintenance Technician places a container underneath the ACM basket.
- Patrons deposit the correct toll in the container and proceed through the red light.
- After the ACM malfunction has been corrected, the Maintenance Technician notifies the Plaza Shift Supervisor who reports to the location.
- The Maintenance Technician removes the sign that was placed above the ACM basket and removes the container containing the collected tolls from the ACM.
- It may be necessary to pick up any coins that may have been dropped.

- The Maintenance Technician empties the collected tolls from the container into a Revenue bag provided by the Plaza Shift Supervisor.

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- The Plaza Shift Supervisor documents the time the malfunction was corrected on the Cross Island Parkway Shift Incident Report.
- The Plaza Shift Supervisor takes possession of the Revenue bag from the Maintenance Technician and records the collected tolls using the Supplemental Revenue Sheet.
- The Plaza Shift Supervisor places the original Supplemental Revenue Sheet and the funds in a Revenue bag and seals the Revenue bag.
- The Plaza Shift Supervisor locks the Revenue bag in the ACM for pick-up by the armored car carrier.

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5. Login / Application Access / Exit Session

5.1 Login

5.1.1 Purpose

The login process provides security by allowing access only to the users that are authorized to use the system.

5.1.2 Process

1. Double-click on the **Login** icon on the **Program Manager** window.

2. The **Login** window is displayed:

3. Enter your **User ID** . Press .

4. Enter your **Password** .

5. Click on

   Or

6. Press . The **Cross Island Parkway Toll Collection System** screen is displayed with various options.

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Login / Application Access / Exit Session • 5-1

5.2   Application Access

5.2.1   Purpose

On the lower right-hand corner of the Main Screen are various buttons. They allow access to authorized applications after successfully logging into the system. As a Toll Collector, the **Host / Revenue & Reconciliation** application is the only application that can be accessed.

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Login / Application Access / Exit Session • 5-2
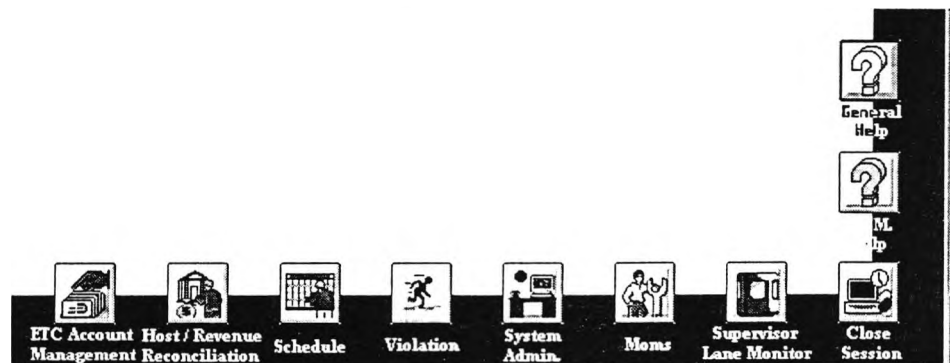
5.2.2   Access Host / Revenue Reconciliation Application

5.2.2.1   Purpose

- Access the Host / Revenue Reconciliation application to make revenue and seed bag deposits.

5.2.2.2   Process

1. Click on [icon] to access the **Host / Revenue Reconciliation** application. The following screen is displayed:
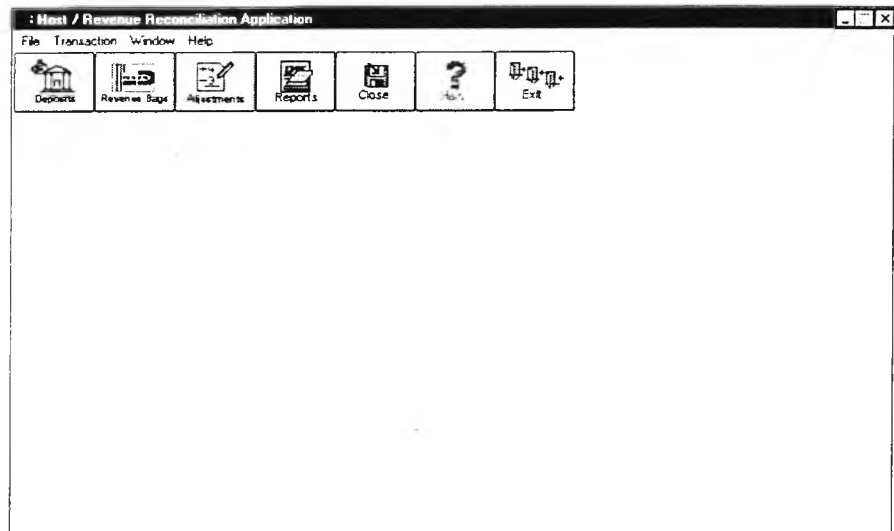
2. To access an overview of the **Deposits at Host / Revenue Reconciliation** application see section 3.16.

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Proprietary Data
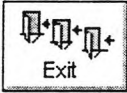
5.3　🖥️ Exit Session

5.3.1　Purpose

Closing the application will return you to the Main Screen. From this screen, pressing the "Exit Session" button will close the Host/Revenue Reconciliation application altogether. In order to re-enter, you must re-login to the application.

5.3.2　Process

1. Click on [Exit]. The application closes and returns to the main screen.

2. Click on [icon]. The ETC application closes.

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Proprietary Data

6.   Using Windows Applications

6.1   Using a Mouse

A is a device connected to the computer used to 'Point and Click' at objects on the computer screen or windows within the screen.
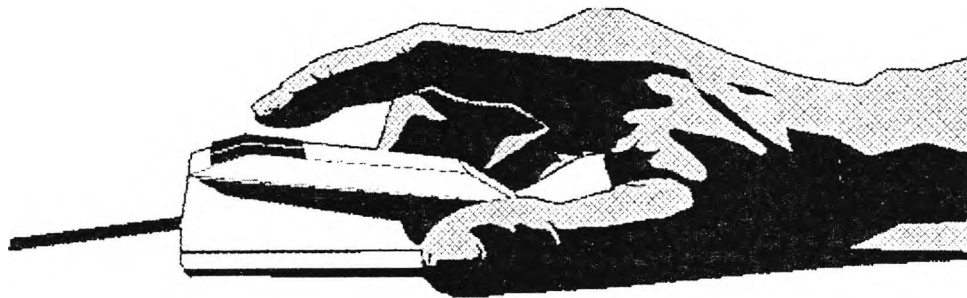
6.1.1   To Use the Mouse:

1. Place your hand over it so that your index finger rests on the left button.

2. Move the over the mouse pad to move the cursor on the screen.

3. Place the cursor over buttons on the screen, for example:

   - [OK] or [Cancel]

     OR

   - radio buttons ⊙

     OR

   - the ↧ on a List Drop Box

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4. Press the left button down. This is called a **"Click."**

5. When instructed to **"Double-click,"** quickly press the left button down twice.

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Proprietary Data
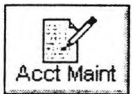
6.2   📄   Menus & Toolbars

The menu and toolbars are displayed on the screen. Click on <u>any one</u> of the buttons or main menu names to access help directly from this screen.

6.2.1   To Use the Main Menu Bar

1. Use the 🖱 and click on the main topic that is to be accessed. A drop-down menu is displayed.

2. Click on the process that is to be carried out so as to access the correct window.

6.2.2   To Use the Main Tool Bar

1. Use the 🖱 and allow the pointer to rest on any of the buttons such as the [Acct Maint].

2. Click on the button to open the window that corresponds to the function that is to be used.

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Proprietary Data
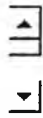
6.3 ⊻ Scroll Bars

Scroll bars are used in several distinct places:

- List Drop Boxes
- Data Windows
- On-Line Training
- On-Line Help

6.3.1 To Use a Scroll Bar

1. When there is more text or selections than displayed, there is a ⊻ on the right side of the screen.
2. Click on the ⬆ and ⬇ to scroll up and down.

   Or

   Click on the button between the ⬆ and the ⬇ , holding down the left mouse button, and slide the button up or down to view additional information.

6.3.2 To Use a Scroll Bar in a List Drop Box

1. Click on the ⬇ on the right of the window to scroll down. A list of entries drops down from the field.

ALL	⬇
ALL	⬆
DAILY	
MONTHLY	═
YEARLY	⬇

   When there are more selections than those displayed, there is a ⊻ on the right side of the List Drop Box (as shown).

2. Click on the ⬇ , holding down the left mouse button. This causes the List Drop Box to scroll, displaying all entries.

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Proprietary Data

3. To scroll up, click on the ⬆.

4. Click on the button between the ⬆ and the ⬇ , holding down the left mouse button, and slide the button up or down to view additional information.

5. Highlight the desired selection.

6. The List Drop Box closes, displaying the selection in the field.

6.3.3 To Use a Scroll Bar in a Data Window

1. When there is more text than is visible in the data window, there is a ▼ on the right side of the window and a ◄ ► across the bottom of the window.

2. Use the ▼ on the right to move from top to the bottom in the data window:

   • Click on the ⬆ or ⬇ to scroll up and down in the data window.

   Or

   • Click on the button between the ⬆ and the ⬇ , holding down the left mouse button, and slide the button up or down to view additional information.

3. Use the ◄ ► to move from left to right in the data window.

   • Click on the ◄ and ► to scroll across the window from left to right.

   Or

   • Click on the button between the ◄ and ► the , holding down the mouse button, and slide the button to the left or right to view additional information.

6.3.4 To Use a Scroll Bar in On-Line Training, On-Line Help, or the Application

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Proprietary Data

1. When there is more text than is visible in the data window, there is a ⬆ on the right side of the help screen.

2. Click on the ⬆ and ⬇ to scroll up and down in the data window.

   Or

   Click on the button between the ⬆ and the ⬇ , holding down the left mouse button, and slide the button up or down to display additional information.

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6.4   📚 Tab Folders

When each process is opened, a set of tab folders is displayed. This allows the user to view all of the sub-processes that can be carried out, and allows simple access to each.

6.4.1   Process

There are a series of **Tab Folders** when any of the processes is opened. The **Open Account** tab folders are displayed as an example:

Demographics	SubAccounts	Replenishments	Vehicles	Device Request	Device Maint	Plans	Notes
Account Type	Agency		Account No.	Drivers License No.		DL State	DL Country
PRIVATE ▾	RICKENBACKER CAUSEWAY ▾		252050	123456789		FL ▾	USA ▾

When the system opens a subsystem, it will default to the first tab folder, displaying the folder information.

6.4.1.1   To Change to a New Folder within the Subsystem:

1. Using the 🖱, click on the new tab folder title located at the top of the folder.

2. The open folder will close and the new folder will open.

6.5   ☐ List Drop Box Selections

List Drop Boxes are white fields that contain an arrow button at the right. This option is designed to allow the user to view values and select the one that best applies.

6.5.1   To Use a List Drop Box

1. Click on the ☐ on the right of the List Drop Box. A list of entries will drop down from the field.

2. When there is more information than is visible, use the ☐ **Scroll Bar** on the right side of the help screen.

3. With the ☐ , click on the desired selection to highlight it. The List Drop Box closes, displaying the selection in the field.

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Proprietary Data

6.6 ⊡ Data Windows

In many of the Tab Folders, there is a data window. This area displays data that has been entered into the system.

6.6.1 To View All Selections in a Data Window

If there are more selections than those displayed in the data window, there is a ⊟ on the right side and a ◁☐ ▷ across the bottom of the window.
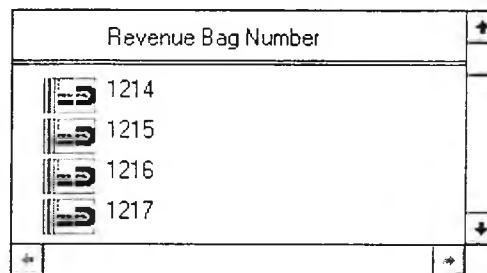
Use the scroll bars to view additional information.

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Proprietary Data   Using Windows Applications • 6-9

6.7   Buttons & Hotkeys

There are three button types:

- Toolbar Buttons
- Command Buttons
- Radio Buttons

6.7.1   How to Use Toolbar Buttons
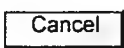
Toolbar buttons bring up an application window.

1. Place cursor on toolbar button. A small balloon pop-up is displayed describing the function of the button.
2. Click on button to open corresponding window.

6.7.2   How to Use Command Buttons

Command buttons are usually displayed at the bottom of a window. They are used to save, cancel, or delete information entered in the window.

1. Click on the command button to carry out either a save, cancel, or delete function in a window.
2. Normally a   i   or   ?   pop-up displays, requiring the user to click on   OK   or   Cancel   .

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6.7.3   How to Use Radio Buttons

Radio buttons allow a selection within the application.

```
┌──────────┐
│ ⊂ Bills  │
│ ◉ Coins  │
└──────────┘
```
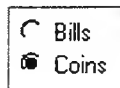
1. A radio button is displayed as ○ .

2. Click on the radio button. A black dot ⊙ is displayed in the center of the button and the function is triggered.

6.7.4   How to Use Hotkeys

Hotkeys are made available to the user who prefers using a ⌨ to a 🖱 . The hotkeys , which use the keyboard, can be used instead of buttons or drop-down menus.

1. On the Main Toolbar, each Main Menu title has a letter underlined, for example File.

2. Press **<Alt> F**. The **File** menu drops down.
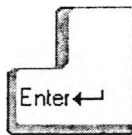
   Either

   • Use the arrow ⬆ ⬇ to move up and down the menu until the desired selection is highlighted.

   Or

   • Press <Alt> * (* represents the hotkey letter of the menu item selection).
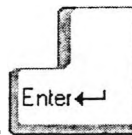
3. Press ⏎ Enter . The selected window is displayed.

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7. Using On-Line Help

On-Line Help has been developed to assist the user in the SOFTWARE APPLICATIONS. It is
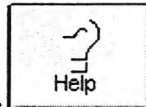
accessed in the application by pressing the [Help] button on the toolbar. On-Line Help is available for the following:

- General
- ETC Account Management
- Host/Revenue Reconciliation
- Schedule
- System Administration
- Supervisor Lane Monitor

7.1   BASIC   On-Line Help Basics

File	Edit	Bookmark	Options	Help

| Contents | Search | Back | Print | << | >> | Glossary | Close |

The toolbar shown above can be used to get detailed information on each function. Each button is described in the following section.
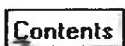
7.1.1   [Contents]   Contents

The [Contents] provides the top level topic of all functions in the On-Line Help application.

1. Click [Contents] on the top help toolbar to return to the contents at any time.

2. Use the [↕] to view a complete listing.

3. Click [Back] on the top toolbar to return to the main **Help Basics** window.

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7.1.2 [Search] Search

- Click on [Search]. The following screen is displayed:

Help Topics: On-Line Training   [?] [X]

Index | Find |

1 Type the first few letters of the word you're looking for.

| |

2 Click the index entry you want, and then click Display.

```
11:00 p.m. - 7:00 a.m. Shift
3:00 p.m. - 11:00 p.m. Shift
7:00 a.m. - 3:00 p.m. Shift
Access Host / Revenue Reconciliation Application
Alpha System
Application Access
Automatic Coin Machines (ACM)
AVI Equipment
Back
Back Browse Button <<
Basics
Before Starting the Shift...
Buttons & Hotkeys
Canopy Traffic Light (Red/Green)
Card/Pass
Card/Pass Plans
CCTV (VES)
```

[Display]   [Print...]   [Cancel]

7.1.2.1 Index

1. Type in a word or phrase

   Or

   Use the [⬆⬇] to locate the desired subject.

2. Click on [Display]. The On-Line Help jumps directly to the subject.

]

7.1.2.2 Find

For a more narrow search:

1. Click on the **Find** folder. The following screen is displayed:


```
Find Setup Wizard

Find enables you to search for specific words and
phrases in help topics, instead of searching for
information by category.

Before you can use Find, Windows must first create a list
(or database), which contains every word from your help
file(s).

To create this list now click Next.

(•) Minimize database size (recommended)
( ) Maximize search capabilities
( ) Customize search capabilities

                              < Back    [ Next > ]    Cancel
```

2. Select by clicking on the ○ next to:

   • Minimize database size (recommended)

   • Maximize search capabilities

   <u>Or</u>

   • Customize search capabilities

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3. Click on [Next >]. The following screen is displayed:

Find Setup Wizard

Click Finish to start creating the word list. This process may take a while, but you only need to do it once.

Once the list has been created, you can click the Find tab to search for specific words and phrases.

< Back   Finish   Cancel
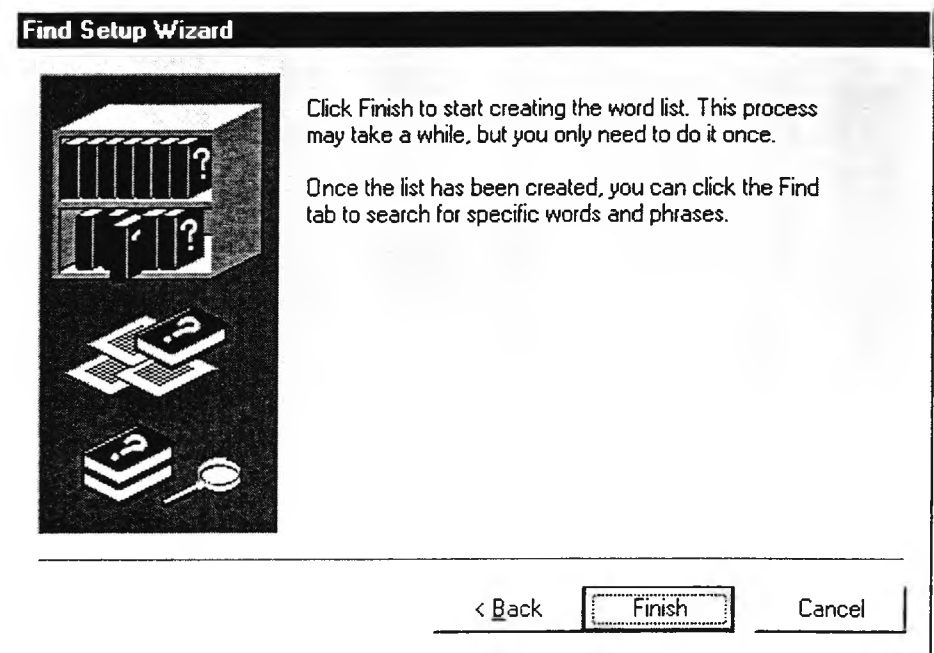
4. If another database list needs to be created, click on [< Back]. If not click on [Finish]. The following window is displayed:

Creating Word List...

Once the word list has been created, the following window is displayed:
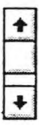
5. Type in a word or phrase in the **first** data window

Or

Use the ⬆⬇ to locate a word in the **second** data window

Or

Use the ⬆⬇ to locate a topic in the **third** data window.

6. Click on [Display]. The On-Line Help jumps directly to the subject.

7.1.3 [Back] Back

1. Click on [Back] to return to the previously viewed topic.

2. Click on [Back] at the top toolbar to return to the main window.

7.1.4 [Print] Print

1. Click on [Print] to print the topic that is active.

2. The following **Print** window is displayed:
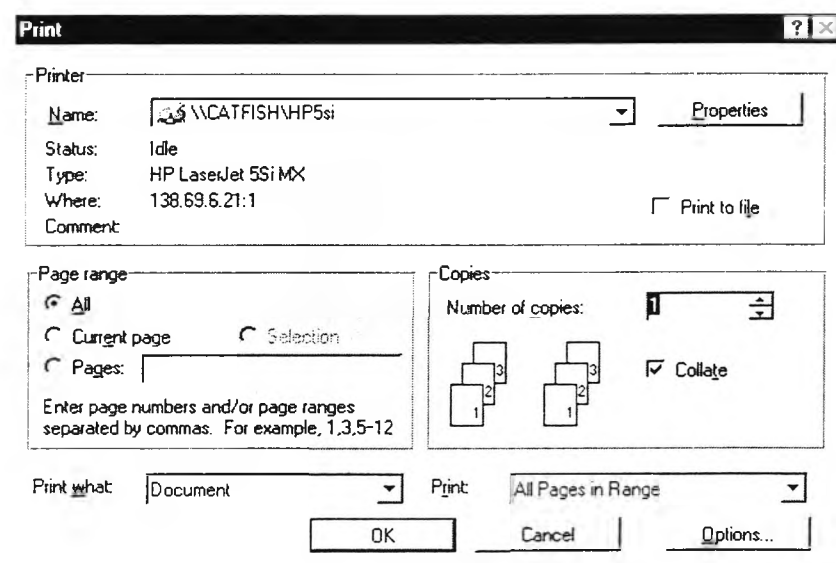
3. If [Print] is pressed in error or a decision was made **NOT** to print the topic, click on [Cancel].

4. Click on [OK] to print the topic. The following window is displayed to verify that the topic is being printed:
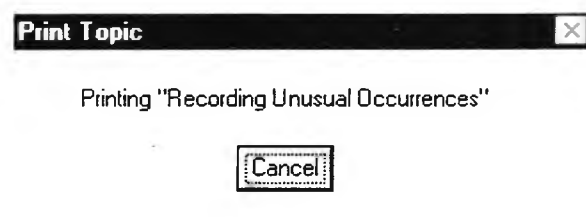
5. Click on [Back] at the top toolbar to return to the main window.

7.1.5 `<<` Back Browse Button <<

1. Click on `<<` to go <u>back</u> one screen at a time in topic sequence.

2. Click on `<<` button <u>repeatedly</u> until reaching <u>any</u> previously viewed topic in the browse sequence.

7.1.6 `>>` Forward Browse Button >>

1. Click on `>>` to go forward in topic sequence.

2. Click on `>>` button <u>repeatedly</u> until reaching <u>any</u> more advanced topic in the browse sequence.

7.1.7 `Glossary` Glossary

1. Click on `Glossary` to view the alphabetically listed terms that are defined within the system.

2. **The terms are underlined with a broken line and a definition will pop-up** `Pop-up` .

3. Use the to find the term. The terms are in alphabetical order.

4. Place the cursor on the term. The cursor now displays as a . Click on the term to jump to the system function dealing with the term.

7.1.8 `Exit` Exit

1. Click on `Exit` to exit the application.

2. The file closes.

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7.2 Special Features

7.2.1 If Statements

All contingencies, or **If statements** are printed in red. The purpose is to alert the user that within the steps of the procedure, the contingencies are to be followed only if applicable.

7.2.2 Jumps or Hotspots

Help topics can include graphics and text that link to other Help topics or to more information about the current topic. These are called jumps.
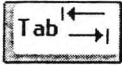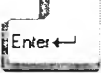
- Jumps are identified by bold colored text and a solid <u>underline</u>.

- When pointing to a jump, the pointer changes to a hand shape 👆 .
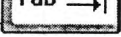
7.2.2.1 To Choose A Jump

Either

1. Point to the text or graphic, and click with the left button.

Or
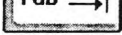
Press `Tab` to select the jump, and then press `Enter` .

2. Press **SHIFT+** `Tab` to move backward and select a jump.
3. If the jump chosen is linked to another topic, that topic appears in the Help window.
4. Sometimes a jump is linked to information that appears in a pop-up window or a secondary window. See Section 8.2.3 for **Secondary Window**.
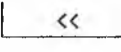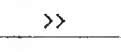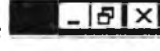5. When information is displayed in a pop-up window, the size of the pop-up window is proportional to the size of the main Help window.

   Note: To enlarge the pop-up window, change the size of the main Help window.

6. To display all jumps in a topic, press **CTRL+** `Tab` .

7.2.3   Secondary Windows

Another type of link that is used in the On-Line Help is 'Secondary Windows.' The following links are used to create Secondary Window.

1. Under each process are jumps that open a secondary window to display further detail.

2. Click on the secondary window link and a secondary window will pop-up over the main window, giving the specified procedure. Two buttons linked specifically to the secondary window: Print , Options , and occasionally the << >> buttons.

3. To **Print** the 'secondary window', click on Print .

4. In order to **enlarge** the window, click ▢ in the upper right-hand corner of the screen on the title bar. The window will fill the screen and permit **full view** of the windows.

5. To return to original size, click in the upper right-hand corner of the screen on the title bar. This will return the window to its original size.

7.2.3.1 To Close A Pop-Up Window

Click on the third or ☒ button at the upper right hand corner of the screen on the title bar.

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7.2.4   📖   Defining and Using Bookmarks

Just as bookmarks can be placed in a book to mark specific references, bookmarks can be placed in Help topics that are used frequently. After placing a bookmark in a topic, the topic can be accessed quickly from the Bookmark menu.

7.2.4.1 Placing a Bookmark in the Current Topic:

1. From the **Bookmark** menu in Help, choose **Define**.

   In the Bookmark Name box, the topic title appears. **If you want to use a different name to identify the bookmark, type a name in this box**

2. Click on the [OK] button.

3. The bookmark name now appears on the Bookmark menu in Help.

7.2.4.2 Viewing a Bookmark in a Topic

1. From the **Bookmark** menu in Help, choose the bookmark name for the topic to be viewed.

2. Underlined numbers precede the first nine bookmark titles.

3. Type the corresponding number to go quickly to a marked topic.

4. **If more than nine bookmarks have been defined**, choose **More** from the **Bookmark** menu in Help.

5. Select a bookmark in the **Go To Bookmark** box, and then choose the [OK] button.

7.2.4.3 Removing a Bookmark

1. From the **Bookmark** menu in Help, choose **Define**.

2. Select the bookmark to be removed.

3. Choose the **Delete** button.

4. The bookmark name is removed from the **Bookmark** menu in Help.

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Glossary of Terms

ACM

          Automatic Coin Machine

AVI

          Automatic Vehicle Identification

CCTV

          Closed Circuit Television

CIP

          Cross Island Parkway

CSR

          Customer Service Representative

ETC

          Electronic Toll Collection

LMIMS

          Lockheed Martin IMS

MLT

          Manual Lane Terminal

MOMS

          Maintenance On-Line Management System

PC

          Personal Computer

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Glossary of Terms • 1

PIN

Personal Identification Number

RF

Radio Frequency

SCDOT

South Carolina Department of Transportation

VES

Violations Enforcement System