

# Revenue Protection Plan – Overview

## Policy

Premier Illawarra derives the major part of its revenues from cash fares collected by drivers. It is important that the daily cash collection be reconciled with the drivers' journals as soon as possible and any variances followed up immediately by appointed administration staff.

## Training

New drivers will be thoroughly trained in Cash Management procedures as part of the employment induction program. Where required, re-training will be provided to drivers.

## Cash Management

### Procedures

#### *Shifts and Head-offs*

- 1 Drivers are to ensure that the ticket machine inside the bus is working properly.
- 2 Any problems to be reported to the office staff before departure.

#### *Unders and Overs Reports*

Reports are produced for drivers with a cash difference

- 1 Managers must take necessary action.
- 2 If a driver is continually over/under the problem needs to be ascertained and Contracts Manager be notified.
  - Has the driver worked an extra shift and not recorded this on the journal?
  - Is a shift missing from the printout - maybe due to an incorrect date?
  - Was there a compensating error in the preceding or following shift?
  - Is there a pattern occurring - eg: driver's cash is under every Wednesday?
- 3 Check that the driver understands how to use the ticket machine.
- 4 If the driver is counselled on shortages, record this on the Driver's Personnel File.
- 5 Record all details on a Feedback Form and process this.
- 6 Drivers must provide an explanation of shortages. If there is no reasonable explanation, drivers are to be counselled by the HR Manager, under the Driver Monitoring Program, for Customer Service if their shortages/surpluses exceed the above amounts.
- 7 For amounts less than the above, action should be taken to ensure that the problem does not re-occur.
- 8 Drivers should be given the option to pay any unders in all cases.
- 9 Request relevant training.
- 10 If appropriate, the driver should be placed on the Driver Monitoring Program.
- 11 Investigate any driver constantly reporting ticket machine malfunctions – allocate different buses and check the ticket machine each evening.
- 12 Request an inspection by inspectors, if necessary.

## PET & Myzone

### Pensioner Excursion Ticket (PET)

It is the Government's intent for private operators to sell PET tickets to eligible pensioners (refer concession entitlement table). These tickets are to be treated as if they were cash. They are pre-numbered and must be reconciled. Drivers are to reconcile

- tickets issued to them
- tickets sold
- tickets remaining
- cash takings

on a regular basis (as prescribed by compliance manager)

Depending on Ticket Machines, drivers should issue a paper ticket to all passengers receiving or holding a PET as the basis of their travel. PET tickets are sold via the ticket machine and PET journeys taken are entered into the ticket machine as a count only to keep a record of the number of journeys taken

**MyZone** (eg. Multiride Travel 10 type fare products)

*MyZone tickets are prepaid thus drivers are unable to sell this produce to the public.*

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*Drivers are to check the MyZone tickets and cross off the trips from the ticket when presented. In addition the journey is to be entered into the ticket machine as a MyZone count only*

### **Inspector Procedures for Revenue and Ticket Irregularities**

Premier Illawarra will continually review incidence of fare evasion and revenue protection and will utilise a range of procedures to minimize losses and evasion. These include use/employment of inspections and training program.

#### **Use this checklist to ensure full details are obtained:**

- When a customer does not have a ticket
- When driver hands you a ticket when boarding
- When a customer has a concession ticket but paid an adult fare
- When a customer has a ticket for a trip other than this one
- When there are customer tickets in the driver's money tray
- When no tickets have been issued at all

#### **Discuss the situation with the customer**

- Did they take the ticket from the ticket machine or was it handed to them by the driver?
- Did they pay for a fare, if so how much? Was a ticket issued?
- Where did they board and where are they alighting?
- Has this happened before?

#### **Explain the situation to the driver. What was the response?**

- Does he/she often leave tickets in the machine or the cash tray? If so why?
- Did the driver hand you a customer's ticket when boarding? If so, why? Does the customer's boarding time correspond with the time on the inspector's report?
- Why was a concession ticket issued for a full fare?
- Why was the customer told they would be issued a ticket later? (There is never an excuse for this!)
- Why weren't tickets issued at all?

#### **Areas where drivers may attempt to defraud the Company - Tricks of the Trade**

- A driver may issue the customer ticket when you are observed at a stop.
  - When a customer does not take their ticket, the driver may cancel the ticket a short time after
  - When a customer has a large note, the driver may use the excuse that they don't have enough float to change it - then actually change it without issuing a ticket when the customer alights the bus
  - Gives the customer a ticket from a previous trip
  - Driver issues a concession ticket for a full fare tendered
  - When you board the bus – the driver states that a customer doesn't have a ticket because they are friends/relatives, etc.
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- **Obtain the name, address and phone number of the customer**
  - **Collect all the customer's tickets**
  - **Contact the Manager**

### **Management Procedures**

#### **Inspectors' Reports**

Inspectors' reports must be followed up promptly as they may identify problems with ticketing, reliability, customer service and driver performance.

#### **Procedure**

- 1 Management to review Inspectors' Reports on a regular basis.
- 2 Investigate any comments concerning driver performance, reliability, bus appearance customer service, passengers and SSTS issues.
- 3 Action all revenue ticket irregularity reports immediately.
- 4 All reports to be finalised within 7 days.
- 5 Complete a Feedback Form for any incident requiring investigation.
- 6 Management to conduct a weekly check monitoring Feedback Forms and action required.
- 7 Compliance Manager to carry out a quarterly audit on all Feedback Forms.