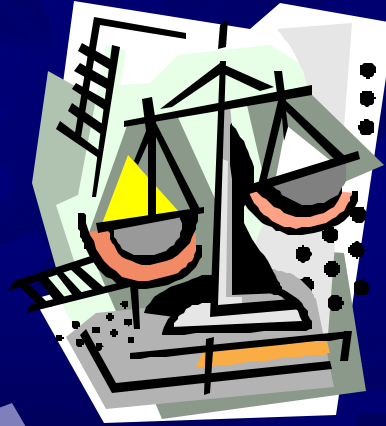# Automated Pay Station

## Eastman Lake and Hensley Lake
## Madera County, California

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# Planning for future needs

- ✍ Day-use fees
- ✍ Less man-power
- ✍ Lower operation cost
- ✍ More accountability

# Positives and Negatives



# Entrance Booth vs. Pay Station

- ? Entrance Booth
  - ? Estimated cost $70,000 to $150,000
  - ? Yearly cost to man the booth (summer contract) $10,000 to $20,000
  - ? Air Conditioner, Water, S&M, cleaning, etc. Yearly cost $2,000.

- ? Pay Station
  - ? Estimated cost $55,000 to $68,000
  - ? Yearly cost $2,000 includes supplies, credit card service, and service contract.
  - ? Hensley actual cost was $54,039.67

# Pros of the Pay Station

- Less cost to the government in the long term
- Decreased time to remit the machine funds
- Better accountablility
- Secondary record of transactions
- Spanish and English instructions
- Accepts credit cards
- The machine will make change
- Easy to read passes
- Visitors can buy an annual pass through the machine
- Rangers can run audit reports

# Negatives of the Pay Station

- The Machine doesn't eliminate the need for a ranger on busy days
- There is still need for an Iron Ranger
- Need service agreement yearly at $800 per year
- Problem with the Vendor
  - Bid on a product they could not produce
  - Machine was not full tested prior to start day
  - The battery doesn't have a low voltage cut off
  - Problems with the float
  - 2-3 day call out for service
  - Offline credit card software not compatible with windows 2000 NT

# Set-up and Planning



# Getting Started/Planning

- Location, Location and Location
- Write a good contract!!!!
- Credit Card Service
- Power/PG&E
- Phone/PacBell

# Location, Location, Location

- One way in, one way out.
- Clearly Visible to the Public - Wide and straight section of entrance road.
- Enough room for parking.
- Don't want traffic backing up to entrance.



The Straight and Wide Path

# Pay Station Contract

- ✍ Hand out of Contract
- ✍ Items that need to be added
  - ✍ Voltage cut-off for battery back-up
  - ✍ 1200 Capacity bill cassette
  - ✍ Extra bill cassette and coin bag
  - ✍ Visa software and service (for remitting)
  - ✍ Spanish translations for choice menu
  - ✍ All software compatible with the latest version of windows
  - ✍ More details on the alarm system
  - ✍ Have a company representative on hand for the first two days

# HINDSIGHT

# Construction Contract

- ✍ Accurately map area.
  - ✍ Get a utlity location inspection.
- ✍ Design fee station.
  - ✍ Parking.
  - ✍ Machine location.
  - ✍ Lighting.
  - ✍ Walkway and pad.
  - ✍ Iron ranger.
- ✍ Spec. Out contract.
  - ✍ Sq. Ft, Volumes, etc.

# Construction Contract

- Time frame:
  - Design, planning and writing – 1 to 2 months.
  - PR&C to work completion – 6 months.
- Resources:
  - Cal. Boating and Waterways parking specs.
  - Contractor quotes.

# Credit Card Setup

- Bank of America POC:
  - Al D'Errico, (602) 523-2447
- Millington POCs:
  - Pete Brown, (901) 874-8591
  - Kevin Heath, (901) 874-8595
- Form:
  - Bank of America, Government Location Set-Up Form
- Get and keep your merchant ID#

# Power/PG&E

- Sacramento, POC's
  - Joe Miller, x5182
- PG&E
  - Contact your local Service Planner/Engineering Estimator
- Lead time: 6 months



# Power/PG&E

- Contract
  - "Blanket" GSA Contract No. GS-00P-97-BSD-0043
- Forms you need
  - PG&E – Exhibit A, Contract Authorization
  - PG&E Service Planning Sheet

# Power/PG&E

- Other Items you need to submit to Contracting:
  - General Location Map
  - Specific Location Map
  - Construction Site Plan
  - Fee Machine electric specs.

- Misc.: You will need to hire an electrician to install the meter panel and all conduit and wiring to the machine. This could be part of the contract.

# Phone/PacBell

- Scramento – IMO, POCs
  - Paul Moreau x7052
  - Mardena Meyer x7055
- Lead time: 5 months

# Phone/PacBell

- Other considerations:
  - Number of lines – 6 pair (suggested).
    - Credit card reader.
    - Pay phone.
    - Alarm, etc.
    - Future use (extra machine??).

  - Share the ditch with the electrical conduit?

# Day to Day Operations

# Before the First Day



- Prepare the public
  - Press release
  - Community Events/Fairs
  - Flyer on windshields
  - Inform local officials
- Change Fund
  - $400
  - Log book
- Test all functions of the Machine
  - Prices
  - Bill
  - Coins
  - Credit cards
  - Printer
  - software

# The First Day

- Have a Ranger On-Site
  - Help with the instructions
  - Inform visitors of the new fee
  - Sell annual passes
  - Make sure the machine is functioning properly

# Remitting



- Exchange empty bag and empty bill cassette
- Run two reports
  - Cash box
  - Sales audit
- Pull out change fund
  - Reconciliation form
- Remit funds
- Submit entry in log book

# Credit Cards

- Offline system
  - Laptop to pull the credit cards out of the machine
  - The software will have to be purchased, if not included in the contract
  - We haven't been able to stop bad cards

- Online system
  - Have not received it yet as of 2/6/2002
  - I do know there will be a price (monthly) for a software service
- Still waiting……..

# Auditing

- Change Fund
  - Keep records of where you get the change from.
  - Log Book
  - Reconciliation form
- Credit Cards
  - Keep record for seven years

- The Machine keeps records of funds collected
  - Daily by the hour
  - Monthly by the day
  - Running grand total that can be reset when needed

# Fact and Figures

- Fees up
- Visitation is up
- Sales of Annual Passes up
- GAO Report
  - GAO-02-10 recreation fees, Nov 2001
- Other Sources
  - Ventek
  - Miti



Chart legend: FY00, FY01

Chart categories: E. Fees, H. Fees, E. Visits, H. Visits