



CENTRAL FLORIDA EXPRESSWAY AUTHORITY

TRAILS Program Review

February 2, 2018

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EXECUTIVE SUMMARY



Overview

In May 2016, the Central Florida Expressway Authority (“CFX”) opened the Reload Lane program and created the first and only toll road drive-up customer service lanes in the continental United States. CFX customers using the Reload Lane service are able to establish an electronic toll-collection account (“E-PASS”) or replenish an existing E-PASS account from the convenience of their car using cash, checks, debit or credit cards. Reload Lane customer service representatives are also able to provide cash paying drivers with an opportunity to purchase a portable transponder or receive a free E-PASS toll sticker. As of the time of audit, there were three toll plazas in operation with the Reload Lane program: SR 408 Conway Toll Plaza, SR 429 Forest Lake Toll Plaza, and SR 417 John Young Parkway Toll Plaza. During FY 2017, the Reload Lane program facilitated approximately 43,000 transactions totaling \$1.4 million. The Appendix of this report contains further information.

The Transponder Reload And In Lane Sales (“TRAILS”) software is utilized to execute transactions in the Reload Lanes, TRAILS is an internally developed graphical user interface that interfaces with the Toll Revenue Information Management System (“TRIMS”) database, which supports customer service operations, including the maintenance of customer account information and processing of payments. CFX designed TRAILS to expedite transactions and minimize customer wait times in the Reload Lanes.

In accordance with the FY 2018 Internal Audit Plan, Internal Audit conducted a review of the Reload Lane Program to evaluate the processes, procedures, and operating and information technology (IT) controls surrounding the program.



Objectives, Scope, and Approach

The objectives of this review were to (1) evaluate the risks and design effectiveness of key controls surrounding transactions executed in the Reload Lanes, including IT controls related to the TRAILS software, and (2) provide control enhancement recommendations, if needed.

To execute this review, Internal Audit performed the following procedures:

- Performed a comprehensive analysis of the risk and controls surrounding the Reload Lanes activities.
- Evaluated the design effectiveness of key controls within the areas below by performing walkthrough procedures:
 - Customer Account Creation/Adjustments
 - Cash Collections
 - Physical security/Access Rights
 - Transponder Inventory Management
 - Incident Response Management
 - Monitoring/Training
- Evaluated IT general controls surrounding the TRAILS software.
 - Leveraging the FY 2018 Procurement Card Industry compliance and Department of Highway Safety and Motor Vehicles audit results, when applicable.

EXECUTIVE SUMMARY



Summary of Results

Overall, the Reload Lanes are operating as intended and with much success. As part of this review of the Reload Lane operations and the supporting TRAILS software, two opportunities were identified to further strengthen the overall control and operations of the Reload Lane program. The table below provides an overview of the findings.

| Area | Observation | Observation # |
|---------------------------------------|--|---------------|
| Customer Account Creation/Adjustments | N/A | N/A |
| Cash Collections | Starting Cash and Transponder Management | 2 |
| Physical security/Access Rights | N/A | N/A |
| Transponder Inventory Management | Starting Cash and Transponder Management | 2 |
| Incident Response Management | N/A | N/A |
| Monitoring/Training | N/A | N/A |
| TRAILS IT General Controls | Accuracy of Customer Account Data | 1 |
| | | |

DETAILED OBSERVATIONS

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Observation 1 – Accuracy of Customer Account Data

Relative Priority: **Moderate**



Observation

Intermittently, incorrect customer account data will display on the TRAILS application within the Reload Lanes. At the time of audit, the root cause of the intermittent incorrect account data was unknown to CFX and unable to be identified by Internal Audit within the scope and budget of the audit. Internal Audit hypothesizes that the cause may pertain to the capture of customer account data from a vehicle in an adjacent lane or the vehicle that most recently passed through the lane.

Risk

Customer account changes or unapproved payments could be applied to the incorrect customer account.

Recommendation

CFX management should investigate the root cause of the issue outlined herein, and determine if it can be remediated by making a configuration change to the system or applying an update to the TRAILS application. Once the root cause is identified, CFX should apply the necessary patch or fix to reduce the risk of inaccurate customer account information being presented to the Reload Lane customer service representatives, known as Toll Tag Service Attendants (TTSAs).

Management Response

CFX IT personnel is aware of the issue and is working with Transcore to develop and deploy a fix via a patch to TRAILS. In the interim, CFX has increased the Reload Lane customer service representatives training around verifying customer account information and manually retrieving customer account data.

Management Action Plan

Management will continue to work with Transcore to develop and deploy a patch to remediate this issue.

Action Plan Owner / Due Date

Corey Quinn, Chief of Technology and Operations; Jim Greer, Director of IT / June 30, 2018

DETAILED OBSERVATIONS

Observation 2 – Starting Cash and Transponder Management

Relative Priority: **Moderate**



Observation

Reload Lane Toll Tag Service Attendants (TTSA) are issued five active transponders, five E-PASS stickers, and two cash drawers, totaling \$1,100, at the beginning of a shift. The number of transponders and E-PASS stickers issued are recorded on a Daily Transponder Log, and the starting cash is recorded on a Tour Fund Receipt. Each Log is signed by the Toll Service Supervisor (TSS) and the Toll Tag Service Attendant acknowledging the starting balances.

At the end of the shift, the TSS counts the transponders returned and the ending cash balance and reconciles each to the TTSA's sales report. The TTSA and the TSS sign off on the report as evidence of reconciliation and review.

During the walkthrough of the TTSA check-in and close-out processes, Internal Audit identified a departure from the policy requiring dual signatures on the Daily Transponder Log and Tour Fund Receipt. The TSS checked out transponders and cash drawers, worked the shift at the Reload Lane, and completed the reconciliation at the close of the shift without a second review as required by policy.

Risk

Secondary review and verification of beginning cash and transponder inventory and final reconciliation of ending balances to the system activity is a leading cash handling practice. Failure to apply this practice accurately and consistently increases the risk of cash or transponder inventory theft that goes undetected.

In addition, having a supervisor function as a TTSA and work a shift limits their ability to perform monitoring, customer service, and administrative responsibilities.

Recommendation

CFX should reinforce the policy of requiring dual signatures on starting cash and transponder inventory and close-out reconciliations by enhancing the TSS training. CFX should also implement contingency staffing procedures to ensure there is adequate supervision during each shift.

DETAILED OBSERVATIONS

Observation 2 – Starting Cash and Transponder Management (Continued)

Relative Priority: **Moderate**



Management Response

Management concurs.

Management Action Plan

CFX will enhance the training of the Toll Service Supervisor to reinforce the dual signature policy. The Toll Service Supervisor and the Toll Tag Service Attendant will verify the starting cash and transponder inventory, reconcile ending cash and transponder inventory to the system generated sales report at the end of the shift, and sign the Daily Transponder Log, Change Fund and Receipt Log, and Sales Report as evidence.

CFX will also review the contingency staffing procedures to determine the appropriate modifications required to ensure adequate supervision during each shift. In the rare event that another party is unavailable to provide a dual signature (e.g. emergency situation), the employee will be required to provide a fully documented written statement of why the logs could not be signed by a second party.

Action Plan Owner / Due Date

David Wynne, Director of Toll Operations / February 28, 2018

APPENDIX - E-PASS RELOAD SUMMARY DATA

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(AS PROVIDED BY CFX STAFF)

DRAFT

Monthly Amounts thru Feb 2018



*Reload lanes shut down from (9/5 @ 5:00pm thru 9/20

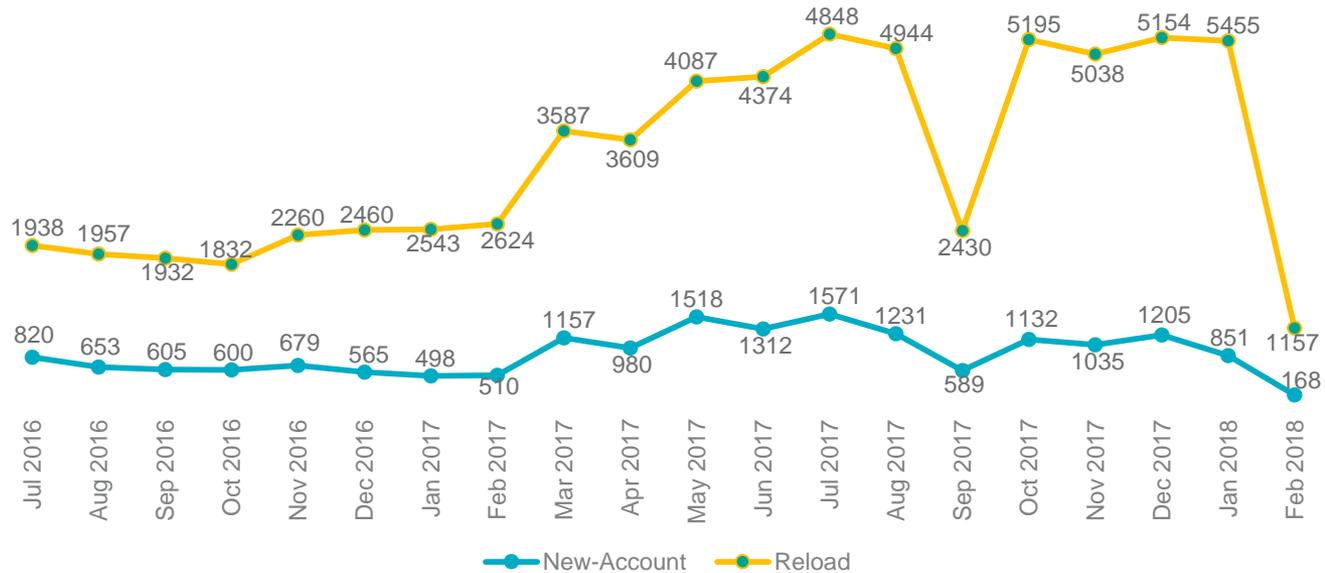
Disclaimer: The information on this report is intended for informational purposes only. While every effort is made to maintain accurate information, the data are unaudited.

APPENDIX – E-PASS RELOAD SUMMARY DATA

(AS PROVIDED BY CFX STAFF)

DRAFT

E-Pass Sales & Reload Use thru Feb 2018



*Reload lanes shut down from (9/5 @ 5:00pm thru 9/20

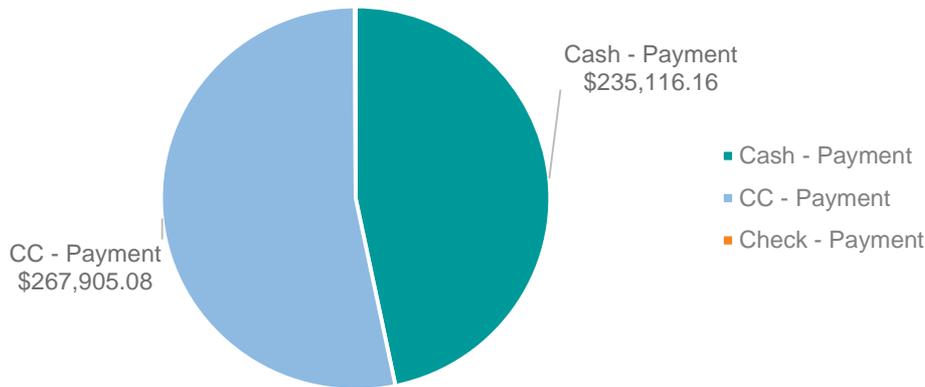
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APPENDIX – E-PASS RELOAD SUMMARY DATA

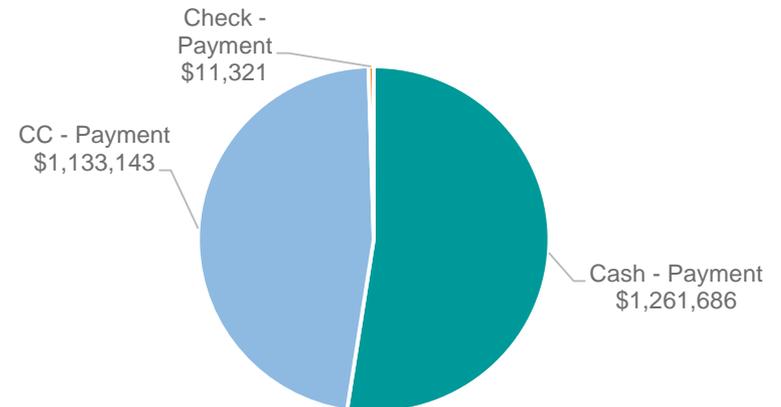
(AS PROVIDED BY CFX STAFF)

DRAFT

New Customers Payment for Activation



Current Customers Payments to Reload Account



Date Range: 5/6/2016 – 2/7/2018

*Reload lanes shut down from (9/5 @ 5:00pm thru 9/20

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APPENDIX – E-PASS RELOAD SUMMARY DATA

(AS PROVIDED BY CFX STAFF)

DRAFT

Total Amount thru Feb 2018



Date Range: 5/6/2016 – 2/7/2018

*Reload lanes shut down from (9/5 @ 5:00pm thru 9/20

Disclaimer: The information on this report is intended for informational purposes only. While every effort is made to maintain accurate information, the data are unaudited.

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