

Commission Memo

To: Commissioners
From: Genevieve Scholl
Date: March 5, 2013
Re: Toll Booth Operation Manual project

The intent of the Toll Booth Operation Manual project is to provide a clear description of the core processes involved in operating the Toll Booth. The manual will include quick reference guides to protocols for frequent issues, technical and mechanical troubleshooting, and emergency procedures in addition to regular operation protocols. To date, this information has been provided to toll staff solely through memos and face-to-face training. The manual is a companion to the Port of Hood River Personnel Manual and should not be considered to be a substitute or revision of that document.

The enclosed Chapter and Section outline came together via meetings with Lead Toll Collectors, office staff, on-site training in the Toll Booth, and interviews as well as research on best practices in tolling operations.

Content research, writing, reviews and approvals are occurring concurrently. A first draft of the complete document will be ready for review by the Lead Toll Collectors, office staff, and executive staff by mid-March with a final draft ready by mid-April.

As tolling technology, bridge user groups, Port policy, and traffic conditions and controls are all continuously changing; the manual is best viewed as a living document that is subject to change. As the lead on this project, I would like input from the Commission both on specific issues that should be addressed in the manual and on the project's general approach.

RECOMMENDATION: For discussion.



Port of Hood River Toll Booth Operation Manual Outline

I. Quick Reference Guide

II. General Information

- A. About the Port
- B. About the Bridge
- C. About the Toll Booth
- D. Personnel Policies
- E. Safety & Security

III. Toll Booth Operation Procedures

- A. Shift Change Procedures
 - 1. Beginning Your Shift
 - 2. Ending Your Shift
- B. Toll Transaction Handling
 - 1. Cash & Ticket Toll Transactions
 - 2. Selling Ticket Books
 - 3. Payment Envelopes
- C. BreezeBy System
- D. Collector's Daily Report
 - 1. Preparing Daily Depost Drop
- E. Special Circumstances
 - 1. Non-Revenue Crossings
 - 2. Run-Throughs
 - 3. No-Toll Holiday
- F. Bridge Lifts
- G. Wide Loads & Overweight Loads

IV. Technical & Mechanical Problems

- A. Who to Call
- B. Errors and Error Logs
- C. Gate Problems
- D. BreezeBy Problems
- E. Immediate Maintenance Needs
- F. Non-Immediate Maintenance Needs

V. Toll Booth Maintenance

- A. Interior Cleaning
- B. Exterior Cleaning
- C. Maintenance Lane Closure Procedures

VI. Emergency Procedures

Commission Memo

To: Commissioners
From: Liz Whitmore
Date: March 5, 2013
Re: Recreation Site Fees

Recreation site fees have remained at the same rate since 2007. These fees include contracts for events located at the Event Site, Hook, Spit, Picnic Shelter, Marina Green, Marina Park, and Marina Basin. Parking fees at the Event Site have also remained constant since 2007, with a day use fee of \$5. The Waterfront Rec Committee has discussed raising the parking day-use and annual pass fees to offset costs. Issues to consider are:

- **Comparable Rates--** Day-use parking fees in other locations - Oregon State Parks \$5; Washington State Parks \$10; California State Parks \$7-15
- **Parking Diversion--** Raising parking fees could result in more users seeking to park outside of the Event Site along Portway and at Slackwater Beach.
- **Cost Recovery--** Maintenance costs for the Port's various waterfront recreation sites significantly exceed revenues. In 2011-12 Waterfront Recreation expenses exceeded revenue by \$284,000, resulting in the Port subsidizing 73% of the total cost. The following are operating costs and revenues for each area:

| REVENUE -For Year Ended June 30, 2012 | |
|---|------------------|
| Event Site | \$68,821 |
| Hook and Spit | \$15,075 |
| Marina Park | \$19,377 |
| Total | \$103,273 |
| EXPENDITURES - For Year Ended June 30, 2012 | |
| Event Site | \$96,481 |
| Hook and Spit | \$52,596 |
| Marina Park | \$238,073 |
| Total | \$387,150 |
| Port Subsidy of Waterfront Rec Expenses | \$283,877 |
| | 73% |

In an effort to align costs with future fee increases, staff is requesting the Commission consider a policy to set specific goals for the level in which the Port will subsidize the waterfront recreation sites and whether to increase fees.

RECOMMENDATION: For discussion.