



STANDARD OPERATING PROCEDURE (SOP)

Effective Date:2/15/22

Pages:11

Subject: CATCash/Diminishing Balance Ecolane - Admin

REV	DATE	DESCRIPTION	INIT

Originated By:

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Date

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Date

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Date

1. **SCOPE:** Eligible passengers have an established fare to ride CATConnect based on their eligibility and income. To enhance access to pay for their fare, CATConnect has implemented a diminishing balance/prepaid program called CATCash. This will allow passengers to add funds to an account which will be deducted for each time a trip is completed.
2. **PURPOSE:** To establish a procedure for reloading diminishing balance/prepaid within Ecolane and reconciliation.

3. ABBREVIATIONS / DEFINITIONS

ABBREVIATION	DEFINITION
CAT	Collier Area Transit
CATConnect	Collier Area Transit's paratransit service.
ADA	Americans with Disability Act
TD	Transportation Disadvantage

4. REFERENCES: N/A

5. FORMS: N/A

6. REQUIRED SAFETY EQUIPMENT / SPECIAL TOOLS: None

7. **PROCEDURE:** The following sections will provide the process for handling Round-trip fares that are paid at the first leg of the trip; how to load and reload balances into the Ecolane system; the Reconciliation process; Diminishing Balance Reporting process; and how to check balance on the RideCAT app.

A. Round Trip Fares

When a passenger or caregiver pays for both trips the day of service, the Driver must notify the Dispatcher of this transaction when payment is received. The Dispatcher must update the customer's balance as follows:

- The Dispatcher should pull up the passenger's account to view their diminishing balance by going to the passenger's client profile and clicking on the balance tab across the top of the screen as shown in the screen shot below.

Clients | Client | Funding | Trips | Subscriptions | **Balance** | History

Client number: - Age: - Language: English - Reserv: - **Balance:** - Note: -

Mobi CAT

Edit | New self-service account | New trip | New subscription | References ▾

General

Client number: Gender: Title: Name: -

Status: Active Self-service account: -

Note: -

Notifications

Landline phone: Mobile phone: -

Phone TTD: No

Emergency contact

Emergency contact: Emergency address: -

Mobility

Additional loading time	Total loading time	Additional unloading time	Total unloading time	Combi
0 min	3 min	0 min	1 min	-

Default device: Vehicle requirement:

- In the “Balance Screen” the “Current Balance” for the customer will be visible as shown in screen shot below. The Dispatcher must then click on “Adjust Balance” to add the total amount paid for the return trip on the first leg of the trip.

← → ↻ 🏠 ridecat.ecolane.com/drt/1/pages/customers/40245/balance

Operations Administration Tools System Search client 🔍

« Clients | Client | Funding | Trips | Subscriptions | **Balance** | History

Client number: 40245 - Age: 0 - Language: English

Mobi CAT (40245)

Adjust balance | References ▾

Balance

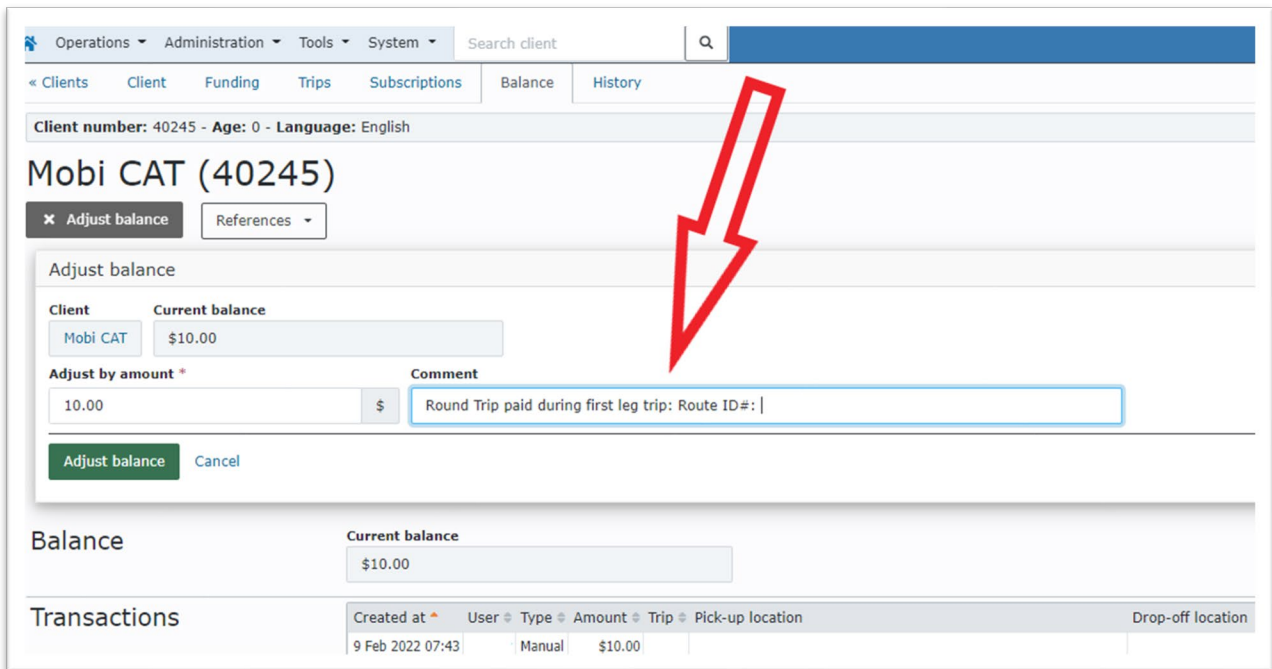
Current balance: \$0.00

Transactions

No results

- Once amount is added into the account, the Dispatcher is required to enter notes in the comment field reflecting the operation that occurred. For this example, the note could be “Round Trip payment entered by dispatcher”.
- The note must also include the Route # of the run where the payment was collected. See screen shot below.

Example for “Round Trip”



Operations Administration Tools System Search client

« Clients Client Funding Trips Subscriptions Balance History

Client number: 40245 - Age: 0 - Language: English

Mobi CAT (40245)

Adjust balance References

Adjust balance

Client: Mobi CAT Current balance: \$10.00

Adjust by amount: 10.00 \$ Comment: Round Trip paid during first leg trip: Route ID#: |

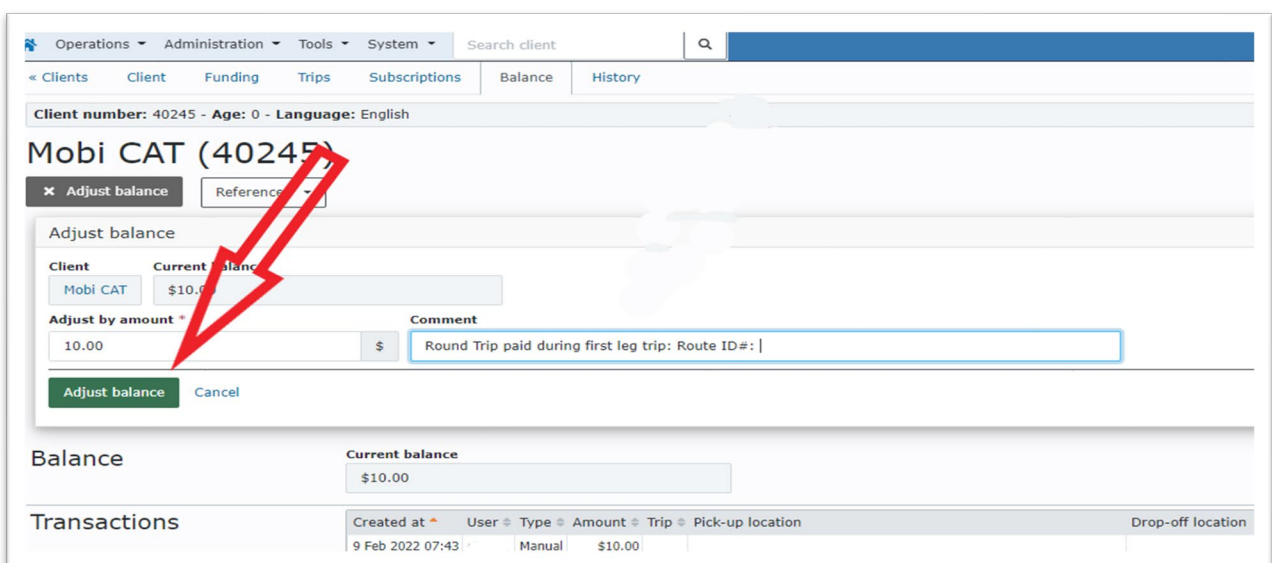
Adjust balance Cancel

Balance Current balance: \$10.00

Transactions

Created at	User	Type	Amount	Trip	Pick-up location	Drop-off location
9 Feb 2022 07:43		Manual	\$10.00			

- Once balance has been adjusted and the comments entered, the Dispatcher must click on the “Adjust Balance” button to update the changes made. See screen shot below.



Operations Administration Tools System Search client

« Clients Client Funding Trips Subscriptions Balance History

Client number: 40245 - Age: 0 - Language: English

Mobi CAT (40245)

Adjust balance References

Adjust balance

Client: Mobi CAT Current balance: \$10.00

Adjust by amount: 10.00 \$ Comment: Round Trip paid during first leg trip: Route ID#: |

Adjust balance Cancel

Balance Current balance: \$10.00

Transactions

Created at	User	Type	Amount	Trip	Pick-up location	Drop-off location
9 Feb 2022 07:43		Manual	\$10.00			

- The Dispatcher will now have the ability to see the adjustments that were made and can confirmed payment for the first leg of the trip, with the trip #, if you click on the trip ID will it take you the trip associated to the payment with greater detail. Any other manual entries made by Dispatchers or CSRs on this account will also be visible on this screen.

Current balance

\$14.00

Created at	User	Type	Amount	Trip	Pick-up location	Drop-off location	Comment
11 Jan 2022 17:00	afrahek	Manual	\$3.00				paid both ways during A leg trip - Trip ID #
11 Jan 2022 17:00		Payment	-\$2.00	74640			
11 Jan 2022 16:59	afrahek	Manual	\$10.00				Paid by Check at the Office - Check # 112
11 Jan 2022 16:50	afrahek	Manual	\$3.00				

- For the balance to be recognized for the second portion of the trip, the Dispatcher must click on the “Trips” tab across the top, to find the secondary trip for that day, then click on the trip to edit and add the balance paid.

Operations Administration Tools System Search client

« Clients Client Funding Trips Subscriptions Balance History

Client number: - Age: - Language: English - Reservation note: - Driver note:

New trip References

Trips

Status

Not canceled

Search

44 rows - a few seconds ago

Trip	Schedule	Run	Trips	Status	Date	Pick-up	Drop-off	Pick-up	Drop-off
						Negotiated	Requested	Ps	Location
Trips today (2)									
74699(S)	423449	315	Drop-off	Assigned	Tue 11 Jan	07:07	07:50	1	7819 Regal Heron Cir, NAPLES 34104 7273370813 (pick-up) Apt.106, GATE CODE #1260
74640(S)	427590		Pick-up	Active	Tue 11 Jan	17:15	—	1	2360 Trade Center Way, Naples 34109 7819 Regal Heron Cir, NAPLES 34104 Apt.106 GATE CODE #1260
Future trips (20)									
74485(S)	422126	301	Drop-off	Assigned	Wed 12 Jan	07:07	07:50	1	7819 Regal Heron Cir, NAPLES 34104 7273370813 (pick-up) Apt.106, GATE CODE #1260
74288(S)	422209		Pick-up	Combined	Wed 12 Jan	17:15	—	1	2360 Trade Center Way, Naples 34109 7819 Regal Heron Cir, NAPLES 34104 Apt.106 GATE CODE #1260

- Once that trip is opened, the Dispatcher must click on “Edit” found at the top of the screen.
- On the “Trip” screen, shown below, the Dispatcher must change the “Fare Type” from “Cash” to “Balance”, then click on “Update” located at the lower left-hand corner of the screen. The updated information will be sent to the MDT.

The screenshot shows a web application interface for managing trips. At the top, there are navigation tabs: 'All trips', 'Trips', and 'Trip'. Below this, a header bar contains client information: 'Client number:', 'Age:', 'Language: English', 'Reservation note:', and 'Driver note:'. A 'Generated: 17:02 (a few seconds ago)' timestamp is on the right. A toolbar includes buttons: 'Rebook trip', 'Copy trip', 'Return trip', 'Cancel trip', 'Edit', 'Mark for review', 'View map', and a 'References' dropdown. The main 'Edit trip' window has a close button (X) in the top right. It contains several sections: 'Contact' with a 'Recipient phone' field; 'Pick-up' with 'Pick-up note', 'Pick-up phone', and 'Requested pick-up location' fields; 'Drop-off' with 'Drop-off note', 'Drop-off phone', and 'Requested drop-off location' fields; and 'Funding' with 'Funding source' (set to 'ADA'), 'Purpose' (set to 'Employment'), 'Sponsor' (set to '—'), and 'Billing code set' (set to '\$35.44 APB / \$60.75 WC Hjr + \$3 CoPay'). The 'Fare type' dropdown is set to 'Balance', and the 'Additional fare type' dropdown is set to 'Optional'. Below these are 'Fare distance' (8.5 mi) and 'Fare duration' (24 min) fields. At the bottom left of the window are 'Update' and 'Cancel' buttons. Below the window, a 'General' section shows 'Schedule' (422209), 'Status' (Combined), and 'Subscription' (234). A 'Timeline' section is partially visible at the bottom.

- Once all the above steps are taken the Driver will be able to select balance to indicate payment for the second leg of the trip.

B. Balance Load or Reload

An account must be established for passengers to utilize the Diminishing Balance also known as CATCash process. The account can be established by passengers at either Transfer facility or by sending in a check to the CAT Ops office by mail. Passengers will also have the ability to reload their accounts at either transfer facility or by mail.

The following steps must be taken by the applicable staff when loading or reloading a passenger's balance.

- Customer Service Representatives (CSR) will accept the cash or check at the front counter; deposit the amount received in the cash register and provide the customer with a written receipt which specifies the payment type, check number, if applicable, and the CATCash account that the amount should be loaded into. Passengers are encouraged not to send cash by mail. If a check is received by mail, a receipt must be mailed to the passengers/caregiver.
- The CSR must notify the Billing Clerk of receipt of payment by providing with a duplicate copy of the receipt.
- The Billing Clerk will then go to the client's profile and select the Balance Screen, as shown below.
- In the "Balance Screen" the Billing Clerk will be able to view the Passenger's "Current Balance". To add the amount paid to the passenger's balance account, the Billing Clerk will click on "Adjust Balance" and add the amount of the cash or check received.

Operations Administration Tools System Search client

Client number: Age: Language: English - Reserv Balance History

Mobi CAT

Edit New self-service account New trip New subscription References

General

Client number Gender Title Name

Status Active Self-service account Email

Note

Notifications

Landline phone Mobile phone

Phone TTD No

Emergency contact

Emergency contact Emergency address Emergency phone day Emergency phone night

Mobility

Additional loading time Total loading time Additional unloading time Total unloading time Combined weight

0 min 3 min 0 min 1 min

Default device Vehicle requirement Personal care assistant Personal care assistant details

Allow public transportation Yes

Address

County

Home location Apartment State

Reservation

Default provider Current balance

← → ↻ 🏠 🔒 ridecat.ecolane.com/drt/1/pages/customers/40245/balance

Operations Administration Tools System Search client

« Clients Client Funding Trips Subscriptions Balance History

Client number: 40245 - Age: 0 - Language: English

Mobi CAT (40245)

Adjust balance References

Balance

Current balance \$0.00

Transactions No results

- Once the amount paid is entered into the account, the Billing Clerk is required to enter notes in the comment field, specifying whether the payment was made with “Cash” or “Check” and if made by check the “Check #” must be included.

Example for “Balance Reload”

ridecat.ecolane.com/drt/1/pages/customers/40245/balance

Operations Administration Tools System Search client

« Clients Client Funding Trips Subscriptions Balance History

Client number: 40245 - Age: 0 - Language: English

Mobi CAT (40245)

Adjust balance References

Adjust balance

Client Current balance

Mobi CAT \$0.00

Adjust by amount * Comment

10.00 \$ Balance Reload paid by check # 123

Adjust balance Cancel

Balance Current balance

\$0.00

Transactions No results

- Once balance has been adjusted and the comments entered, the Billing Clerk must click on the “Adjust Balance” button to update the balance.

« Clients Client Funding Trips Subscriptions Balance History

Client number: 40245 - Age: 0 - Language: English

Mobi CAT (40245)

Adjust balance References

Balance Current balance

\$20.00

Transactions

Created at	User	Type	Amount	Trip	Pick-up location	Drop-off location	Comment
9 Feb 2022 08:15	Mobi CAT	Manual	\$10.00				Round Trip paid during first leg trip: Route ID#:
9 Feb 2022 07:43	Mobi CAT	Manual	\$10.00				

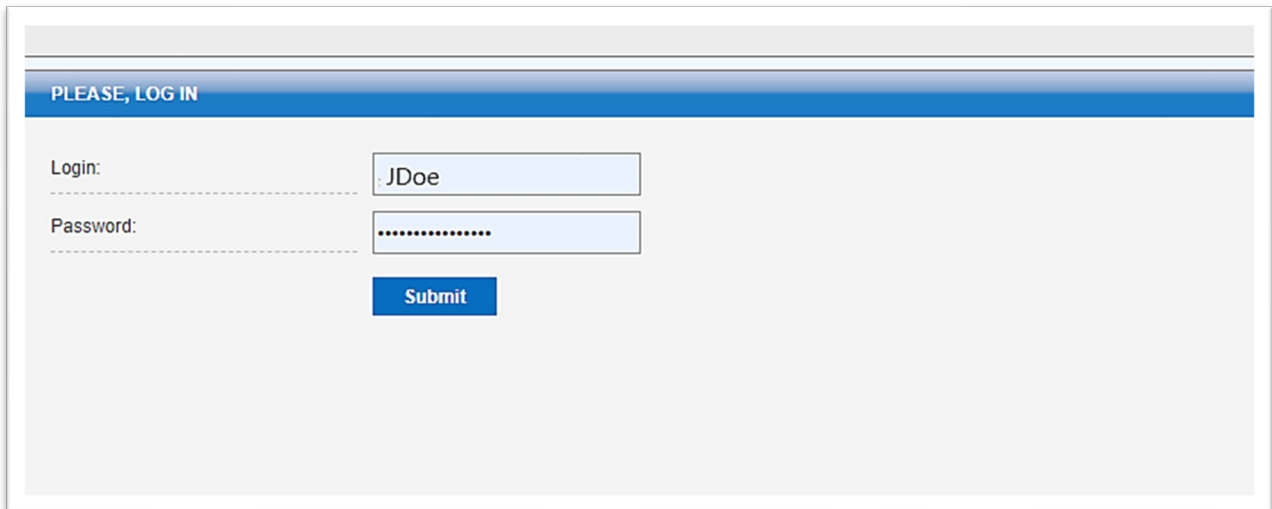
- Once all the above steps are taken the Passenger will be able use the balance to pay for their trips and the fare will be deducted when each trip is completed.

C. Reconciliation Process

To ensure that all funds are reconciled appropriately, a Diminishing Balance report must be run each morning for the prior day’s activity. The Transactions that are identified as loads or reloads in the comment column shall be compared to the amount collected by the customer service representative for the prior day. Deposit slips shall clearly indicate that the revenue collected was for the Diminishing Balance or CATcash process. All the transactions that are non-reload such as round trip, will be reconciled as part of the operator collection.

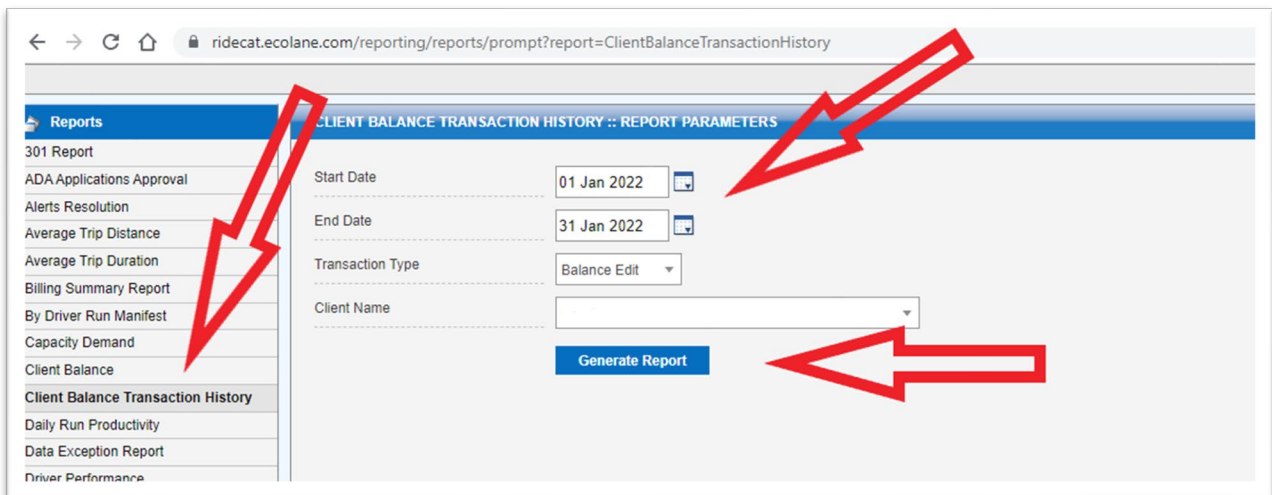
The Reconciliation Department will be responsible for pulling all reports for the Diminishing balance reconciliation process to balance reloading amounts against deposits and to maintain and accounting of all transactions.

- From the RideCat Ecolane main page, click on “Reporting”, then on the “Log In” screen enter your username and password, then click on “Submit”.



A screenshot of the RideCat Ecolane login interface. At the top, a blue banner reads "PLEASE, LOG IN". Below this, there are two input fields: "Login:" with the text "JDoe" and "Password:" with a masked password ".....". A blue "Submit" button is positioned below the password field.

- Once logged in, click on “Client Balance Transaction History” on the left-hand panel
- Set your Date range for the date prior to the day the report is being run. On Mondays, the date range should include Friday, Saturday and Sunday.
- Change the “Transaction Type” to “Balance Edit”.
- leave Client Name blank



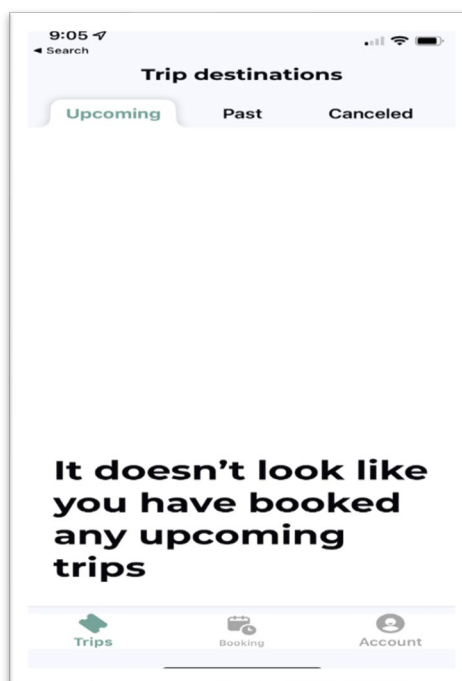
A screenshot of the RideCat Ecolane reporting interface. The browser address bar shows the URL: ridecat.ecolane.com/reporting/reports/prompt?report=ClientBalanceTransactionHistory. The page title is "CLIENT BALANCE TRANSACTION HISTORY :: REPORT PARAMETERS". On the left, a "Reports" sidebar lists various report types, with "Client Balance Transaction History" highlighted. The main area contains form fields for "Start Date" (01 Jan 2022), "End Date" (31 Jan 2022), "Transaction Type" (Balance Edit), and "Client Name" (blank). A blue "Generate Report" button is at the bottom. Three red arrows point to the "Client Balance Transaction History" report in the sidebar, the "End Date" field, and the "Generate Report" button.

The following is an example of the report.

Client Balance Transaction History							
<div> <div>Date range: 01/01/2022 - 01/31/2022. Transaction Type: Balance Edit. Client name: ()</div> <div>Ecolane</div> </div>							
Date and Time	Action	Amount	User	Trip ID	Pick-up	Drop-off	Comment
<div> <div>Client: ()</div> <div>Balance: \$0.00</div> </div>							
2022-01-19 10:21:58	Balance Edit	\$-34.00	odeleon				Remove Balance from Testing
2022-01-19 10:21:27	Balance Edit	\$1.00	odeleon				Balance Reload - Test
2022-01-06 14:02:28	Balance Edit	\$33.00	odeleon				

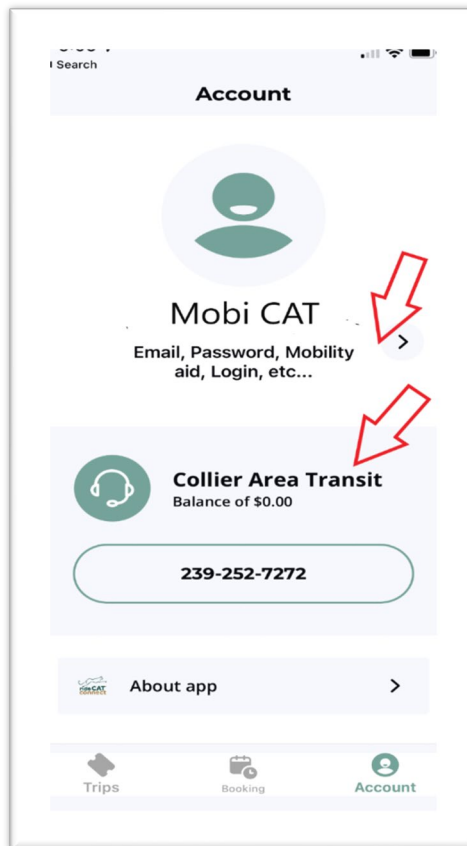
D. How to check Balance on the RideCAT App

- Passengers will also have the ability to check their balance on the RideCAT App. Staff can verify accuracy by taking the following steps. This information will be provided to passengers as well. Click and launch the “rideCAT App
- On the “Main” screen of the “rideCAT App”, passengers will be able to view any “Upcoming Trips”; “Past Trips” and/or “Canceled Trips”, by clicking on the tab across the top, as shown below.



- To check the “Account Balance”, click on the “Account” button at the lower left-hand corner of the app.
- On the “Account” tab, Passengers can view and edit their login information by clicking on the arrow in the middle of the screen, as shown below.

- The account balance will be viewable towards the bottom middle of the screen.
- If anything is incorrect or a passenger would like to speak to one of our trained CSR's, they can just click on the phone number at the bottom of the screen to be connected to a CSR.



8. TRAINING:

All staff members involved in the process will be trained on the SOP and be given access to a video with instructions and demonstration.

- Sign off on training will be provide at the completion of training.