Toll Violations Processing

- A contractor is responsible for the distribution of transponders, collection of electronic tolls, the operation of customer service centers, and toll violations processing.

- **Objective:** The Office of Audit conducted a review of the adequacy and effectiveness of controls over the processing and collection activities for toll violations.

Toll Violations Processing Audit Results

- Toll violations are routinely reported in the automated revenue collection system and transmitted to the contractor for further processing.

- The contractor routinely deposits payments from toll violations in an Airports Authority bank account; provides reports on the number of violations paid and the revenue deposited each month.

- Contractor does not provide information about the status or disposition of the violations that were dismissed without payment.

Toll Violations Processing Audit Results

- Management will send a formal request to obtain complete detailed processing information for each transaction submitted to the Customer Service Center for processing.

- Management agrees that a more comprehensive analysis should be conducted once the additional reports are available.