

# **Attachment C-3 Requirements for Tracking and Reporting**

## **1. GENERAL.**

The tracking and reporting functions require the systematic recording, tracking, and reporting of information and data for operating the NRRS™. The total function of tracking and reporting incorporates information and data from sources within the Contractor's work area, the field locations, the designated bank, the telephone network provider, and the NRRS™ Contract Management Office (NCMO). Tracking and reporting functions are subdivided into field operations, accounting, system performance, management, and other categories.

Report descriptions and needs will vary by recreation activity and facility. The following reports are described, to the extent possible, in generic terms. As tracking and reporting requirements are finalized, elements of these reports may need to be modified to more accurately reflect the specific recreation activity and facility being tracked. The COR will provide written documentation to the Contractor for all changes in the scope and format of these reports. The Contractor shall provide the standard reports required under each category shown below after they have been approved for use by the COR.

## 2. FIELD OPERATIONS REPORTS.

There are two major groups of Field Operations reports: facility reservation reports and permit reports. Table C-3-1 lists the Developed Recreation Facilities – Field Operations Reports. Table C-3-2 lists the BWCAW Permits Program – Field Operations Reports.

*Table C-3-1. Developed Recreation Facilities – Field Operations Reports.*

<b>Report Name</b>	<b>Generated By</b>	<b>Used By</b>	<b>Frequency</b>	<b>How Rec'd *</b>	<b>Purpose</b>
Daily Arrival Report	Contractor	Field	Daily	1, 2, 3, 4	14-day preview of who is coming to/departing from reservation sites
Vacancy	Contractor	Field	Daily	1, 2, 3, 4	14-day preview of inventory left to sell
Confirmation	Contractor	Field	Automatic for each transaction	1, 2, 3, 4, 5, 6	Confirmation to field unit and customer
Cancellation and Refund Request	Contractor	Field, Customer	Monthly	1, 2, 3, 4	Cancellation/refund numbers and amounts
Golden Age/Golden Access Usage	Contractor	Field	Yearly	1, 2, 3, 4	Summary of use and value of discounts
Check-In	Contractor, Field	Field	On demand	1, 2, 5	Directory of customers at facility
Daily Permits Issued	Field	Field	As permits are issued, and on demand	1, 2, 5	List of permits issued to whom, by whom, and for what
Monthly Summary—Permits Issued	Field	Field	Monthly	1, 2, 5	Summary of daily permits issued
Occupancy Rate	Field	Field	Monthly	1, 2, 3, 4	Record of facility/activity use by month, weekday, weekend, and holiday
Voided Permit	Field	Field	On demand	1, 2, 5	List of voided permits

<b>Report Name</b>	<b>Generated By</b>	<b>Used By</b>	<b>Frequency</b>	<b>How Rec'd *</b>	<b>Purpose</b>
Golden Age Passport Inventory and Sales	Field	Field	On demand	1, 2	Inventory/records of sale of Passports by location
Annual Pass Inventory and Sales	Field	Field	On demand	1, 2	Inventory/records of sale of Annual Passes by location

\* How received: 1 = online; 2 = two-way batch; 3 = fax; 4 = e-mail; 5 = locally developed; and 6 = mail.

## **2.1. Developed Recreation Facilities Reservation Reports.**

**2.1.1. Daily Arrival Report.** Provide Daily Arrival Reports to Field Locations or other locations specified by the COR, 7 days a week. Daily Arrival Reports shall be sent electronically and/or by fax, as directed by the COR. The Daily Arrival Report shall include data on all reservations, changes, and cancellations processed through all Sales Channels by the NRRS™ that apply to a specific Field Location during the ensuing 14-day period. The Daily Arrival Report shall include:

- Customer's name and telephone number (including group name/affiliation).
- Confirmation number.
- Campground name.
- Loop name, if applicable.
- Recreation facility name/number.
- Dates of use (displayed 14 days ahead of receiving the report).
- Campsite or group unit name/number or type of facility.
- Golden Age or Golden Access Passport number, if applicable.
- Number of people within party.
- Campsite accessibility/non-accessibility.

**2.1.2. Vacancy Report.** The Vacancy Report shall show a forward view of inventory left to sell for the 14 days following the date of the report. The Vacancy Report shall identify:

- Activity or facility.
- Location.
- Vacant periods.

**2.1.3. Confirmation Report.** The Confirmation Report shall confirm each reservation to the customer. This report shall provide:

- Customer name, address and telephone number.
- Agency unit name and State.
- Facility or area name and its location.
- Campsite unit number reserved.
- Equipment type; trailer, tents, etc. (not valid for group sites).
- Date sold.
- Unique reservation number.
- Arrival date and time.
- Number of nights or days reserved.
- Itemized list of all fees paid, e.g., use fee, applicable State/local tax (if any), and service fees.
- Golden Age/Golden Access Passport number (if applicable).
- Payment method.
- Purchaser's name.
- Group name/affiliation for group facility reservations.
- Directions to the Field Location.
- Important information or campground alerts.
- Check-in/checkout times, as defined by the inventory information.
- NRRS™ reservation policies.
- Supplemental site-specific information (generally descriptive narrative), as defined by the inventory information.
- For certain facilities (e.g., cabins, lookouts), processing may include additional handling as these types of transactions require a customer's signature on the voucher. Payment method.

**2.1.4. Cancellation and Refund Request Report.** The Cancellation and Refund Request Report shall tabulate reasons for cancellation and refund requests by category selected by the Contractor, based on experience. The report shall provide:

- Numbers of cancellations and refunds by category.
- Amounts of refunds.

**2.1.5. Report Deleted.**

**2.1.6. Golden Age/Golden Access Usage Report.** The Golden Age and Golden Access Usage Report shall be archived in the field location equipment. This report shall provide:

- Agency identification and location.

- Number of permits.
- Golden Age or Golden Access Numbers.
- Total dollar amounts of discounts.

**2.1.7. Check-In Report.** The Check-In Report shall provide an instantaneous report to the field locations. This report shall include all camping permits issued by the campground and shall provide:

- Customer's first and last name.
- Recreation facility name and location.
- Permit beginning and ending dates.
- Campsite number.
- License plate numbers of all permitted vehicles.
- Number in camping party.
- Campsite accessibility/non-accessibility.

**2.1.8. Daily Permits Issued Report.** The Daily Permits Issued Report shall be available at each field location. This report shall be updated as each permit is issued and shall be archived in field equipment data bases so as to allow retrieval of the information by range of dates and by range of permit numbers. This report shall provide:

- Agency identification and location.
- Permit numbers.
- Customer names.
- Permit amounts.
- Method of payment (cash, check, credit card and amount in each category).
- Permit type and number of each (boat launch, swimming, camping, golden age card, annual pass, special use).
- Total fee collection.
- Name of issuing attendant.

**2.1.9. Monthly Summary—Permits Issued Report.** The Monthly Summary — Permits Issued Report shall list all permits issued at each field location during the month prior to the date of the report. It shall provide the same information as the Daily Permits Issued Report.

**2.1.10. Occupancy Rate Report.** The Occupancy Rate Report shall list each site and shall provide:

- Total number of days the facility or activity was used.
- Total number of visitors at each facility or activity.

- Total amount of fees collected at each facility or activity.
- Data sorted by months, weekdays, weekends, and holidays.
- Percentage of available days the facility or activity was used.

**2.1.11. Voided Permit Report.** The Voided Permit Report shall be archived in the field location equipment. This report shall list each permit that was voided and shall provide:

- Total number of voided permits.
- Permit numbers voided.
- Reason for voiding.
- Attendant name.

**2.1.12. Golden Age/Access Passport Inventory and Sales Report.** This report addresses Agency sales of Golden Age/Access Passport using the Field Reservation Program. This report shall provide:

- Number of Golden Age Passports in inventory (at the field location).
- Number of Golden Age Passports sold.
- Name of Golden Age Passport purchaser.
- Number on Golden Age Passport issued.
- Driver’s license number of Golden Age Passport purchaser.

**2.1.13. Annual Pass Inventory and Sales Report.** The Annual Pass Inventory and Sales Report shall be archived in the field location equipment. This report shall provide:

- Number of Annual Passes in inventory (at the field location).
- Number of Annual Passes sold.
- Numbers on Annual Passes sold.
- Dollar amount of each Annual Pass sale.
- Total dollar amount of Annual Pass sales.

## 2.2. BWCAW Permit Reports.

*Figure C-3-2. BWCAW Permits Program – Field Operations Reports.*

<b>Report Name</b>	<b>Generated By</b>	<b>Used By</b>	<b>Frequency</b>	<b>How Rec'd*</b>	<b>Purpose</b>
Confirmation	Contractor	Field	Each Permit	1, 3, 4	Confirm permit information for the customer

<b>Report Name</b>	<b>Generated By</b>	<b>Used By</b>	<b>Frequency</b>	<b>How Rec'd*</b>	<b>Purpose</b>
Quota Availability Report – General Quota Report	Contractor	Field	Scheduled two (2) times daily during the season	1, 3, 4	To inform Agency and Cooperators as to availability of Quotas at various Entry Points
Quota Availability Report – Motor Quota Availability Report	Contractor	Field	Scheduled two (2) times daily during the season	1, 3, 4	To inform Agency and Cooperators as to availability of Quotas at various Entry Points
PMP Operator Daily Activity Report	Contractor	Field	At close of each employee shift	1	To provide the employee with summary information on the shift activity
PMP Operator Fast Close Out Report	Contractor	Field	At close of each employee shift	1	To provide the employee with summary information on the shift activity
Bill for Collection Summary by Operator	Contractor	Field	As required for management of the program.	1	To provide shift managers with an overview of the permit activity of each employee.
Bill for Collection Detail by Operator	Contractor	Field	As required for the management of the program	1	To provide employees and managers with detailed information on each transaction processed.
Bill For Collection	Contractor	Field	Daily	1	To document the collection of funds for transmittal to the Designated Bank.
Unfulfilled Letter	Contractor	Field	As required	3, 4, 6	To inform customer that their preferred dates for the lottery were not available.
Permit Report	Contractor	Field	Each Permit	3, 4, 6	Customer Permit for entry into the BWCAW.
Cooperator Bank Card Report	Contractor	Field			
Ad Hoc Query Reports Capability	Contractor	Field	As required throughout the year	1, 3	Provide ready access to data.

\* How received: 1 = online; 2 = two-way batch; 3 = fax; 4 = e-mail; 5 = locally developed; and 6 = mail.

**2.2.1. Confirmation Report.** The Confirmation Report shall confirm each reservation to the customer. This report shall provide:

- Customer name, address and telephone number.
- Agency unit name and State.
- Field Location or Entry Point name and its location.
- Managing organization (if applicable).
- Travel method (for BWCAW permits).
- Date sold.
- Unique permit number.
- Arrival date and time (if applicable).
- Number of days or nights reserved.
- Itemized list of all fees paid, e.g., Recreation Use Fee, Reservation Fee deposit.
- Payment method.
- Purchaser's name.
- Group name/affiliation for group facility reservations.
- Directions to the Entry Point
- Important information, e.g., address to pick-up permits, Permit Entrance Station hours, etc.
- Check-in/checkout times, as defined by the inventory information.
- NRRS™ permit policies.
- Unique Messages, e.g., Additional fees will be required if the permit cost is greater than the deposit.

**2.2.2. Quota Availability Report – Overnight General Quota Report.** This provides information on the following:

- Requested time period.
- Entry Point.
- Daily Quota.
- Availability Remaining by day.

**2.2.3. Quota Availability Report – Motor Quota Availability Report.** This report shall be capable of selecting either “Overnight” or “Day Use” data.

- Year.

- Motor Type.
- Entry Point.
- Week of Season
  - Quota.
  - Availability.

**2.2.4. Operator Daily Activity Report.** This report shall be available for requesting and printing through the Permit Management Program (PMP). The report shall contain at a minimum the following information:

- Location.
- Report date.
- Employee name.
- Permit Number.
- Transaction Number.
- Group Size at Arrival.
- Adult and Youth
- Golden Age and Golden Access Passports
- Seasonal Fee Card
- Method of the Transaction
- Revenue Received
- Bank Card
- Refunds

**2.2.5. Operator Fast Close Out Report.** This report shall be available for requesting and printing through the Permit Management Program (PMP). The report shall contain at a minimum the following information:

- Location.
- Report date.
- Reported by.
- Payment method.
- Collection.

**2.2.6. Bill for Collection Summary by Operator.** This report shall be available for requesting and printing through the Permit Management Program (PMP). The report shall contain at a minimum the following information:

- Deposit document number.
- Reporting period.
- Bill number.

- Date generated.
- Status.
- Operator.
- Method of Payment.
- Total Amount.

**2.2.7. Bill for Collection Detail by Operator.** This report shall be available for requesting and printing through the Permit Management Program (PMP). The report shall contain at a minimum the following information:

- Deposit document number.
- Reporting period.
- Bill number.
- Date generated.
- Status.
- Operator.
- Document number.
- Permit number.
- Customer Name.
- Method of Payment.
- Collections.
- Refunds.
- Total Amount.

**2.2.8. Bill for Collections.** This report shall be available for requesting and printing through the Permit Management Program (PMP). The report shall contain at a minimum the following information:

- Date of issue.
- Issuing office address.
- Date or period.
- Description of activity.
- Amount.
- Bill number.
- Unit Number.
- Subunit/Contract Number.
- Payment Due Date.
- Amount Due.
- Remarks.

**2.2.9. Unfulfilled Letter Report.** The Contractor shall notify the customer if the preferred and alternate entry dates are not available at the conclusion of the BWCAW lottery. The report shall include the following as a minimum:

- Name of the Group Leader.
- Address of the Group Leader.
- Lottery Number
- Preferred Entry Date
- Preferred Entry Point
- Estimated Exit Date
- Alternate Entry Date
- Alternate Entry Point
- Reason that the permit was not issued
- Customer Service contact information

**2.2.10. Permit Report.** This is the format for the actual customer permit. It shall be designed so that it can be printed at either the Call Center or the Permit Issuing Station. The format shall include the following information as a minimum:

- Name of the Group Leader.
- Address of the Group Leader.
- Permit Number
- Permit Type
- Entry Date
- Entry Point
- Alternate Leader(s)
- Watercraft Use
- Issued/Reservation
- Estimated Exit Date

**2.2.11. Cooperator Bank Card Report.** The Cooperator will pay for customers permit deposit and Reservation Fees in advance using their own Bank Card account number. The Contractor shall provide a report to each Cooperator showing the following:

- Date of Report
- Cooperator's name and account number.
- Customer permit number.
- Party Leader's name.
- Date of permit transaction.
- Trip entry date.
- Amount paid.

**2.2.12. Ad Hoc Query Report Capability.** This query capability uses a variety of data base fields in an approved electronic format that can be electronically transmitted to the requester and viewed in a software program that allows sorting filtering and printing of the data. The list of database fields includes but is not limited to the following:

- Permit Date reserved.
- Permit number.
- Entry date.
- Entry Point Name.
- Entry Point Number.
- Party Leader Name.
- Party Leader Address, telephone number and e-mail address.
- Alternate Party Leader(s).
- Permit pickup location.
- Amount paid.
- Exit date.
- Exit point.
- Method of travel.
- Guided trips.
- Name of guide.
- Party size.
- Number of water craft.
- Reserved by Name.
- Paid by Name.
- Cancelled permits.
- Date Permit was canceled.
- No-show permits.
- Entry Point quota.
- Cooperator, address, phone number and e-mail address.
- Error permit log.

### 3. ACCOUNTING REPORTS.

Table C-3-3 lists accounting reports. (Not all reports shown in Table C-3-2 are also described below.)

*Table C-3-3. Accounting Reports.*

<b>Report Name</b>	<b>Generated By</b>	<b>Used By</b>	<b>Frequency</b>	<b>How Rec'd*</b>	<b>Purpose</b>
Additional Fees	Contractor	Field	Monthly/ Yearly	1, 2, 3, 4	Accounting for all fees
Bank Card Collection	Designated Bank	NCMO	Weekly	1, 2	Bank card funds processed and payee
Lockbox Collections/ Refunds	Designated Bank	NCMO	Weekly	1, 2	Cash funds processed and payee
Reconciliation	NCMO	Agency Fiscal Staff	On-going	4	Reconciliation of funds collected, reservations made, and funds disbursed by payor
Disbursements	NCMO	Agencies, Contractor, Lessees, Concessionaires	As scheduled for each payee	1, 2, 3, 4	Disbursements of funds to each payee
Financial Summary	NCMO	Agencies	Monthly/ Yearly	1, 2, 3	Payments to be made
Weekly Liability/ Asset	NCMO	Field (Concessionaires, Lessees)	Twice a month	1, 2, 3, 4	Provide private operators with accounting data
Daily Day Use Fee Collection	Field	Field	Daily	1, 2	Accounting for day use fees

\* How received: 1 = online; 2 = two-way batch; 3 = fax; 4 = e-mail; 5 = locally developed.

**3.1. Additional Fees Report.** The Additional Fees Report shall list all fees collected that are in addition to normal user fees. The Additional Fees Report shall provide:

- Agency identification and location.
- Amount of fees collected, by category.

**3.2. Bank Card Collection Reports.** The Daily Credit Card Summary Report shall list all bank card transactions that occur for each Sales Channel location. This report shall provide:

- Transaction identification (permit number and confirmation number).
- Agency identification and location.
- Bank card authorization number.
- Transaction amount.
- Attendant name, if any.
- Total dollar amount of collections.

**3.3. Financial Summary Report.** Financial Summary Reports shall be sort able and summarized by:

- Facility/activity name.
- Customer use dates.
- Agency unit name.
- State.
- Amount of fees collected.
- Name of entity that collected fees for specific periods.
- Refunds of use fees.

**3.4. Weekly Liability/Asset Report.** The Weekly Liability/Asset Report shall provide a weekly cumulative listing of total concessionaire/NRRS™ funds by the categories shown below. Purpose of the report is to provide concessionaires and lessees with data for certain accounting methods.

- Date of sale.
- Corresponding date of arrival.
- Location and concessionaire/lessee.

**3.5. Daily Day Use Fee Collection Report.** The Daily Day Use Fee Collection Report shall be archived in the field location equipment. This report shall provide:

- Total number of swim beach permits.
- Total number of boat launch permits.
- Total number of self-register permits.
- Total dollar amount of boat launch permits.
- Total dollar amount of swim beach permits.
- Total dollar amount of self-register permits.
- Total dollar amount of all day use permits.

## 4. PERFORMANCE TRACKING REPORTS.

Table C-3-4 lists performance tracking reports.

*Table C-3-4. Performance Tracking Reports.*

<b>Report Name</b>	<b>Generated By</b>	<b>Used By</b>	<b>Frequency</b>	<b>How Rec'd*</b>	<b>Purpose</b>
Daily Activity— 1-800 Sales Channel	Contractor	NCMO	Weekly in high-use season; otherwise monthly	1	Record volume of calls, attempts handled, and conversion rates
Daily Activity— Internet Sales Channel	Contractor	NCMO	Weekly in high-use season; otherwise monthly	1	Record volume of Web site attempts, attempts handled, and conversion rates

\* How received: 1 = online; 2 = two-way batch; 3 = fax; 4 = e-mail; 5 = locally developed.

**4.1. Daily Activity Report—Toll-free Sales Channel.** This Daily Activity Report shall be provide for each toll-free customer sales line provided by the Contractor:

- Number of calls offered to the toll-free phone numbers through the telephone provider network.
- Number of unique callers.
- Number of calls offered to Contractor’s system through the Call Center network.
- Total blocked calls.
- Number of calls handled by the service.
- Average trunk time in seconds for handling a call.
- Average queue time in seconds.
- Reservations/transactions calls—Total number of reservation calls.
  - Total reservations sold.
  - Total requests for a referral.
  - Total successful referrals.
  - Percent of successful reservation/referral transactions.
  - Total cancellations.
  - Total transactions.
- Number of unsuccessful reservation requests by category.
  - Dates not available.

- Request is prior to the booking window.
- Request is in the cutoff window.
- Local rules not acceptable to customer.
- Bank card not accepted
- Site not suitable for customers requirements.
- Other.
- Information Calls—Total number of information calls.
  - Number of calls for information on NRRS™ facilities/activities.
  - Number of calls for recreation related information.
  - Number of calls for Agency specific information.
  - Number of calls concerning the operation of the NRRS™.
  - Number of calls for non-NRRS™ participating Agencies.
  - Number of calls to the wrong number.
  - Other calls.
- Percentage of total calls answered resulting in reservations/referrals.

**4.2. Daily Activity Report—Internet Sales Channel.** This Daily Activity Report shall provide data on both developed facilities reservations and on reservations for permits:

- Number of attempts to contact the NRRS™ Web site.
- Total blocked attempts.
- Number of attempts handled by the NRRS™ Web site.
- Average number of pages accessed by the customer.
- Average time spent at the NRRS™ Web site.
- Total reservations sold.
- Total referral reservations sold.
- Total number of unsuccessful reservation requests.
- Number of unsuccessful reservation requests by category.
  - Dates not available.
  - Request is prior to the booking window.
  - Request is in the cutoff window.
  - Local rules not acceptable to customer.
  - Bank card not accepted
  - Site not suitable for customers requirements.
  - Other.
- Total cancellations.
- Percentage of attempts handled that result in a reservation/referral sold.

## 5. ADMINISTRATIVE REPORTS.

Table C-3-5 lists the administrative reports.

**Table C-3-5. Administrative Reports.**

<b>Report Name</b>	<b>Generated By</b>	<b>Used By</b>	<b>Frequency</b>	<b>How Rec'd *</b>	<b>Purpose</b>
Customer Service Desk	Contractor	NCMO	Weekly, or as otherwise directed	1	Tracking of customer calls by frequency, nature, and response action
NRRS™ Help Desk	Contractor	NCMO	Weekly, or as otherwise directed	1	Tracking of Agency calls by frequency, nature, and response action
System and Data Security	Contractor	NCMO	On event	1	Detection of data corruption and penetration of security
Annual Report	Contractor	NCMO	Yearly	1, 2, 3, 4, 5	Tracking by Agency for many variables

\* How received: 1 = online; 2 = two-way batch; 3 = fax; 4 = e-mail; 5 = locally developed.

**5.1. Customer Service Desk Report.** The Customer Service Desk Report will assist in determining Contractor effectiveness in providing customer service through all Sales Channels. Reports shall be available for each phone line provided by the Contractor. The report shall provide:

- Number of busyouts, calls offered, calls handled and service level.
- Number and percentage of customer calls by date and hour.
- Number and percentage of customer calls by type of inquiry, issue, or problem by day.
- Number and percentage of customer calls resolved on the day of the inquiry, the day after, etc. until the issue is resolved.
- Number of Federal congressional and State governmental inquiries.

**5.2. NRRS™ Help Desk Report.** The NRRS™ Help Desk Report will assist in determining Contractor effectiveness in helping to answer field personnel questions and to solve problems related to Contractor-provided services and systems. Reported information shall be appropriately categorized and summarized. Reports shall be available for each phone line provided by the Contractor. The report shall include information on the number of inquiries (calls and e-mail) by:

- Number of busyouts, calls offered, calls handled and service level.
- Date and hour of the contact.
- Agency location.
- Number and percentage of customer calls by type of inquiry, issue, or problem by day.
- Number and percentage of customer calls resolved on the day of the inquiry, the day after, etc. until the issue is resolved.
- Contractor response.

**5.3. System and Data Security Report.** The System and Data Security Report will assist in determining the effectiveness of Contractor measures to protect the security of NRRS™ systems and data. For every security breach, the report shall provide:

- Date, time, and type of security breach.
- Date, time and type of security response, including a description of reports made to and cooperation with law enforcement agencies.
- Extent of damage to data or systems, including time and expense needed to recover.
- Corrective actions needed and taken to prevent recurrence.

**5.4. Annual Report.** Annual Reports shall include the following totals for the NRRS™ as a whole, for each Agency, and for each field location:

- Number of reservations purchased by type of facility or activity.
- Number of cancellations made, if applicable.
- Number of full-price reservations made.
- Number of Golden Age and Golden Access Passports used.
- Number of reservations with electrical hookup used.
- Number of tent-only sites used.
- Number of accessible sites used.
- Number of 0- to 24-foot recreational vehicle sites used.
- Number of 25- to 34-foot recreational vehicle sites used.
- Number of 35- to 44-foot recreational vehicle sites used.

- Number of 45-plus-foot recreational vehicle sites used.
- Number of permits issued.
- Number of camping permits issued.
- Number of swim permits issued.
- Number of boat launch permits issued.
- Number of Golden Age Passports sold.
- Number of Annual Passes sold.
- Number of campground visitors.
- Dollar amounts collected for user fees.
- Dollar amounts of Golden Age and Golden Access discounts applied.
- Dollar amounts of swim permits.
- Dollar amounts of boat launch permits.
- Dollar amounts of Annual Pass sales.
- Dollar amounts of Golden Age Passport sales.
- Dollar amount of fees collected by check.
- Dollar amount of fees collected by credit card.
- Dollar amount of fees collected by cash.
- Number of Youths (if applicable).