

## **Attachment 1**

### **OKLAHOMA TURNPIKE AUTHORITY PROGRAMS**

#### **Administrative Services Division Programs**

**The Human Resources Branch** is responsible to the organization for employee recruitment, classification, compensation, and employee benefits. These services are supported through the development, implementation and maintenance of personnel policies, procedures and programs. The branch ensures that the organization complies with adopted Personnel policies and procedures, applicable federal, state and local statutes and state Merit System Rules. The branch is also responsible for the implementation and monitoring of Equal Employment Opportunity programs. In addition the Personnel Branch is responsible for providing relevant benefit information to employees and counseling employees on available employee benefits including administering the Employee Assistance Program.

**The Safety & Training Branch** is responsible for the development of programs to ensure the health and safety of all employees. The branch ensures that the agency complies with federal and state safety and health regulations. Workers' Compensation claims are also administered through this branch. The branch coordinates and/or conducts training for supervisors and employees.

**The Printing Services Branch** is responsible for providing accurate, timely, and cost effective processing of printing and duplicating. This branch is also responsible for headquarters mail and delivery services.

**The General Organizational Support Branch** is responsible for providing contractual services and commodities for the organization as a whole.

#### **Toll Operations Division**

The Toll Operations Division is committed to providing excellent service to the customers of the Oklahoma Turnpike System. This excellence in customer service is represented by efficient collection of tolls, the courteous disbursement of information and assistance to the traveling public, toll collector customer service training, and the dedicated service of the toll collectors. This division is continually searching for more efficient alternatives in managing toll plaza and toll collection operations while maintaining the highest level of customer service.

The Toll Collectors have extensive contact with the traveling public within the State of Oklahoma. As ambassadors for the State, these personnel are committed to providing courteous service as well as helpful information to those traveling through Oklahoma.

#### **Information Technology Division**

The mission of the Information Technology Division is to deliver services and assistance upon which its clients depend to perform their respective jobs. Information Technology manages the complex resources of computer and communication sciences to meet the needs of its clients while operating in a budget-conscious fashion.

## **Engineering Division**

The Engineering Division is responsible for providing technical and administrative support by establishing priorities of roadway, bridge, and other miscellaneous rehabilitation and improvement projects; coordinating the design and execution of these projects with consulting engineers; conducting the bidding process; performing construction inspection; maintaining all project records; and the approval of construction work invoices.

## **Maintenance Division**

The Maintenance Division is responsible for maintaining the road surface, bridges, overpasses, building structures and right-of-way. In addition to these day-to-day items, maintenance employees respond as dispatched to emergency situations throughout the year. These emergencies include, but are not limited to, snow and ice removal, motorist accidents and assists, fires, chemical spills, occasional livestock on roadways, severe storms, etc.

**The Headquarters Vehicle Maintenance Branch** is responsible for reliably and efficiently maintaining pool vehicles for employee use and vehicles assigned to office personnel.

## ***PIKEPASS* Division**

The *PIKEPASS* Customer Service Division is responsible to direct and manage activities such as *PIKEPASS* tag issuance and distribution, violation enforcement and customer service operations including electronic toll collections. It is responsible for planning, evaluating and maintaining computer, personnel and procedural programs for the purposes of enhancing operational efficiencies and providing excellent customer service.

## **Authority & Executive Division Programs**

**Authority:** provides executive leadership in policy establishment and administrative review.

### **Executive**

The Executive Division consists of four branches: Administration, General Counsel, Internal Audit, and Secretary of Transportation. Their responsibilities are as follows:

**Administration:** The Director facilitates the development of policies which will provide assurances to bondholders, convenience to patrons, and efficiency of operations.

**General Counsel:** The General Counsel is responsible for acting as legal advisor to the Authority, the Managing Director and division administrators in relation to their duties. The General Counsel attends

meetings of the Authority, reviews all agenda items for legality and form, reviews all contracts, and financing for all bond funded expenditures.

**Secretary of Transportation:** The Secretary of Transportation provides executive coordination in policy establishment and administrative review of the Oklahoma Department of Transportation, the Oklahoma Turnpike Authority, the Aeronautics Commission, and the Waterways Advisory Board. The Secretary is appointed by the Governor of the State of Oklahoma and serves as a cabinet member. The Secretary of Transportation serves as a liaison between the Governor and the appointed commissioners or members of each organization. This branch serves as a cost center for the Oklahoma Turnpike Authority's share of the related expenses.

**Internal Audit:** The Internal Audit Branch is responsible for conducting audit activities of the OTA. This includes both the internal audit and external audit functions. This function evaluates the effectiveness of the organization's system of internal controls and the efficiency of the organization's processes. Internal Audit develops an audit plan addressing the areas of risk and concern within the organization.

**The Asset Management branch** coordinates and assists all divisions in the purchasing process in order to remain compliant with applicable OTA policies and state laws while keeping the process as efficient as possible. The branch oversees the maintenance of the OTA headquarters building. This branch is responsible for assuring that adequate insurance is carried on all OTA property, assessing all organizational risk, managing OTA headquarter maintenance, purchasing services, commodities, and capital equipment and developing product standards and specifications related to these products. In the area of risk management, this branch works with representatives of the State Insurance Pool in order to assure that OTA has adequate and economical insurance coverage. Additionally, this branch manages the work performed at OTA headquarters by outside contractors, including janitorial services, landscaping maintenance services, off-site storage, heating, air conditioning, electrical and plumbing repairs.

**The Media and Community Relations Branch** works in an effort to improve customer and public opinions about the Oklahoma Turnpike Authority. This branch is responsible for providing information to the general public and handles the growing public relations needs for the organization. The Director of Communications works closely with the Oklahoma Department of Transportation's Public Affairs office along with making contact with the media and local press.

**The Concession Administration branch** is responsible for administering the concession contracts with various vendors at various locations.

## **Finance/Controller Division Programs**

**The Budgeting and Financial Analysis Branch** is responsible for preparing an annual Operating and Maintenance, Reserve Maintenance, General Fund and Construction Fund Budget; periodic review of actual expenses versus budgeted expenditures; estimating potential revenues; analyzing revenue trends and making recommendations for improvements; financial planning; financial management; cash flow projections; investment administration; establishment of toll rates; overseeing the consulting traffic engineers' preparation of traffic and revenue estimates for existing and new projects; and preparation of

various reports containing financial information and management used by the Authority and the Director for making policy and operating decisions of the Authority.

**The Debt Administration Branch** is responsible for payments of principal, interest and premiums from tolls and other revenues generated from ownership or operation of the Oklahoma Turnpike System.

**Controller Administration:** This branch provides supervision and oversight to the Controller Division. Included in this branch are OTA's Controller and Assistant Controller. Responsibilities of this branch of the Controller Division include: providing advice to the Director on fiscal policies and issues; overseeing all work within the division, as well as the preparation of interim and annual financial reports; assuring that the financial requirements of OTA's Trust Indenture are met; and carrying out all other general administrative functions for the division.

**Accounting:** This branch is responsible for maintaining appropriate financial record keeping for the Authority. There are currently seven employees in this branch. The responsibilities of the employees in this branch include: preparing monthly, quarterly and annual financial reports; coordinating the annual audit of the Authority's financial records and preparing audit schedules for the external auditors; recording all revenue transactions, including those collected by the *PIKEPASS* System; processing all payables and receivables; developing policy and procedures related to all areas of responsibility; processing the organization's payroll; accounting for all OTA fixed assets by maintaining a database of all fixed assets owned by OTA, coordinating physical inventories of fixed assets with OTA's internal audit group and calculating depreciation expense on all fixed assets.

### **OHP Division Programs**

The Oklahoma Highway Patrol is responsible for enforcing traffic laws of the State of Oklahoma, apprehending criminals and assisting in the preparation of cases for prosecution. Specific activities include: patrolling and policing the turnpikes, enforcing laws, regulating and directing the movement of traffic, assisting the citizens and motoring public, and cooperating with other law enforcement officers and public officials in enforcing the laws of the State on the Oklahoma Turnpike System.

The Oklahoma Turnpike Authority contracts with the Department of Public Safety to provide this service for turnpike patrons. All turnpike Highway Patrol related costs are reimbursed to the Department of Public Safety.

The administrator, a liaison position for the Department of Public Safety, for this division reports to the Director of General Administration in accordance with the Division Organization Chart. The administrator is also assigned budgetary control over the turnpike related Highway Patrol costs.