

Coin Discrimination Streamlines Counting at BC Transit



The Goal:
Eliminate the burden of hand sorting to remove foreign coins in fare box processing

As the Crown Corporation charged with operating the Capital Region's transit system in the major tourist destination of Victoria, British Columbia, BC Transit encounters a significant amount of foreign coin. "We see coin from all over the world," says Debbie, revenue supervisor, BC Transit. "One of the challenges we faced was the task of having to hand sort to remove foreign coin from our fare boxes before wrapping and deposit could take place, as the bank does not accept foreign coin."



Already a customer for more than a decade, BC Transit again turned to Cummins-Allison for help alleviating this burden. "BC Transit had been using one of our conventional Model 6611 JetSort® coin counting machines, which had served them well but was now reaching its end of life," remarks Alan Foster, branch manager, Cummins-Allison. "It was the perfect time to recommend they pilot one of our newer machines to help address their foreign coin sorting challenges."

"A good relationship like the one we have with Cummins-Allison is something we want to continue – it's hard to find exceptional products and exceptional services."

- Maggie, fare box receipts attendant, BC Transit

New technology, new application

Ultimately, the Cummins-Allison Model 4809 JetSort was selected for its foreign coin discrimination feature, which can process mixed coin at a rate of approximately 3000 per minute. With this coin counting machine, customers can feed coin through it to automatically distinguish and discard foreign coin before wrapping takes place. "We liked the idea of being able to streamline our process by reducing the time spent hand sorting, so we agreed to pilot the 4809 JetSort machine at our Victoria location," recalls Maggie, fare box receipts attendant, BC Transit.



BC Transit tested the new coin sorting machine for three months. During this time, BC Transit worked in lockstep with Cummins-Allison to fine-tune the machine settings to their

needs—programming and resetting the 4809 JetSort to the precise configuration that worked best for the public transportation provider. After that pilot period, the machine was up and running for good, with no user issues. According to Maggie, “Not only is the 4809 JetSort user-friendly and easy to operate, it requires little to no training. It seamlessly became part of our morning routine.”

Time savings equals money in the bank

Indeed, right from the start, the 4809 JetSort alleviated a significant portion of BC Transit’s coin-sorting issues – especially as it is used in conjunction with BC Transit’s JetWrap® machine, also supplied by Cummins-Allison. “Just by using the foreign coin discrimination feature on the machine, we save more than one hour of processing time per day. And less foreign coin, which may be similar in size to Canadian coin, makes it into the JetWrap to be wrapped” says Debbie. Continues Maggie, “Before, we would frequently be in a rush to process all our coin in time for the daily armored car pickup – including occasional times when we wouldn’t be finished in time, creating a reconciliation issue with the overlap of coin we’d have to hold back and wait until the next day to finish wrapping and depositing. With the 4809 Jet Sort, that issue has been eliminated – all our coin is processed and ready for pick-up in plenty of time!”

Not only does the 4809 JetSort allow BC Transit to have an accurate number to balance against their daily bank deposits, it also helps operations run more smoothly so staff can be more efficient. “We are growing, so much so that without this machine in place with its foreign coin discrimination feature—we would need to add staff to help with sorting coin,” states Debbie. “With the machine, we can handle a growing workload using the same number of employees and in less time than we had ever been able to before. And even though we still have to use hand and eye to sort foreign objects from the coin, we’re still more efficient.”

Service wins every time

Just as important as the actual 4809 JetSort is the superior service Cummins-Allison provides. Maggie says, “The maintenance service we’ve received has always been

reliable and consistent. Technical backup is always available by cell phone – sometimes they can even walk us through the problem resolution right there on the phone. We even recently had our 4809 JetSort easily recalibrated to include U.S. coin. A good relationship like the one we have with Cummins-Allison is something we want to continue – it’s hard to find exceptional products and exceptional services.”

BC Transit would consider implementing additional Cummins-Allison solutions at their other location. But for now, they are pleased with the foreign coin discrimination capabilities of their main office machine. “In addition to the Cummins-Allison 4809 JetSort, make sure you get a good wrapper, like the JetWrap, from them too. It makes all the difference!”



The JetWrap® high-speed coin wrapper

Cummins-Allison is the leading manufacturer of coin and currency processing equipment for the banking, gaming and retail industries. Made in the United States, Cummins-Allison equipment includes currency scanners, coin sorters and self-services coin redemption kiosks.



BC Transit is the provincial crown agency charged with coordinating the delivery of public transportation throughout British Columbia (outside the Greater Vancouver Regional District). BC Transit links communities, businesses and lifestyles in over 50 communities across the province.

To learn more or set up a free demonstration, please visit cumminsallison.ca/4809

