



Date of Memo: October 11, 2022
Current Meeting: October 20, 2022
Board Meeting: October 27, 2022

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Director of Governance & Audit Brian Atkinson
SUBJECT: Consideration and approval of Retail Center Audit

ACTION ITEM A – 5

RECOMMENDATION:

Review and receive Governance & Audit Report 2022-07
Retail Center Audit

BACKGROUND:

In July 2022 the Finance Department requested Governance and Audit to work on a review of the Retail Center sales and payment collection process. Operation of the Retail Center is currently contracted to RATP Dev.

DISCUSSION:

The primary objective in performing this process review was to evaluate the fare pass point of sale process, reconciliation, and reporting.

Accordingly, our scope included reviewing:

- Daily cashier sales reports including cash, check and credit card sales
- Daily cashier inventory counts reconciling inventory against reported sales
- Point of Sale system reports for all transaction types
- Retail Center sales variances
- Contractor monthly detailed report to IPTC Management

An update was provided to IPTC Management with a recommended plan.

Our approach included performing interviews with members of IPTC Customer Service, IPTC Finance, and the Retail Desk contractor RATP Dev.

As a result of our review, we have noted four opportunities for process improvement and discussion.

- Point of Sale System (High Risk Rating)
- Documentation (Low Risk Rating)
- Inventory to Sales Reconciliation (High Risk Rating)
- Pass Distribution (Medium Risk Rating)

ALTERNATIVES:

N/A

FISCAL IMPACT:

Improved documentation, reconciliation and reduction of errors would realize an increase in passenger fare revenue to IPTC.

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action will be reviewed by the Governance & Audit Committee on October 20, 2022.