



Date of Memo: October 10, 2023
Current Meeting: October 19, 2023
Board Meeting: October 26, 2023

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 Coach Operator Scheduling Review Report

ACTION ITEM A – 5

RECOMMENDATION:

Review and receive Governance & Audit Coach Operator Scheduling Review Report

- See Reference Item 2023-7

BACKGROUND:

The FY 2023 Internal Audit Work Plan approved by the Governance and Audit Committee included a Coach Operator Scheduling Review.

Governance and Audit deemed the Operator Scheduling Review as an elevated importance due to the global shortage of personnel in the transit industry following the pandemic as currently experienced by IndyGo.

DISCUSSION:

The primary objective in performing this process review was to evaluate the overall effectiveness of IndyGo’s operator scheduling processes and protocols.

Accordingly, the scope included reviewing:

- Payroll processing related to operator scheduling.
- Contractual requirements relating to operator scheduling aligning with work rules.
- Concerns encompassing shortage of drivers as it pertains to operator scheduling, overtime, missed runs and reduced service.
- Fairness and equality of processes connected to operator scheduling, Extra Board assignments and operator availability.
- System effectiveness, support and upgrades.

The overall report rating was considered low based on five observations from this review which include:

- Payroll Processing
- Contractual Requirements
- Operator Shortage
- Fairness/Equality of Scheduling Process
- Operator Bid Process

ALTERNATIVES:

N/A

FISCAL IMPACT:

No Fiscal Impact

DBE/XBE DECLARATION:

N/A

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action will be reviewed by the Governance and Audit Committee on October 19, 2023.