



Date of Memo: October 5, 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 Decentralized Operations Review Report

---

**ACTION ITEM A – 4**

**RECOMMENDATION:**

Review and receive Governance & Audit Decentralized Operations Review Report

- See Reference Item 2023-6

**BACKGROUND:**

The FY 2023 Internal Audit Work Plan approved by the Governance and Audit Committee included a Decentralized Operations Review.

IPTC celebrated the opening of its new East Campus headquarters in August 2023. Also, the new Mobility Solutions and Customer Care Center on W. Michigan Street began operations in the first quarter 2023. IPTC continues to operate the West Campus on W. Washington Street, The Carson Transit Center, and a charging station.

**DISCUSSION:**

This assessment included IPTC’s planning and preparation around its expansion activities and operation of up to six different physical locations.

Due to the multi-year nature of this transition, and potential future build outs or facility acquisitions, we will update our procedures at periodic intervals.

The procedures for this or future periods will focus on critical areas, including:

- Ability to operate multiple facilities simultaneously.
- Impacts upon staffing.
- Consistency of agency policies across facilities.
- Change management processes to ensure smooth continuity of operations.
- Budgeted operating and capital costs for collective facilities.
- Security considerations (including land and/or vacant properties).
- Evaluation of risks to achieving the overall transition and expansion.
- Identification of opportunities to enhance performance.

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

1. East Campus Move Schedule
2. East Campus Master Planning
3. Operating Budget
4. Facility Maintenance Plans
5. Property Management
6. Change Management

**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.