



Date of Memo: June 14, 2023
Current Meeting: July 20, 2023
Board Meeting: July 27, 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 Flowbird System & MyKey application audit report

ACTION ITEM A – 9

RECOMMENDATION:

Review and receive Governance & Audit Flowbird System and MyKey Application Audit Report
See Reference Item 2023-4

BACKGROUND:

The FY 2023 Internal Audit Work Plan approved by the Governance and Audit Committee included a Flowbird System and MyKey Application Audit Review.

The Flowbird System and MyKey Application was launched in conjunction with the opening of the Red Line. The purpose of the MyKey Application is to allow riders to pay fares via media cards and scanning the MyKey smartphone app. Riders can also load fares into their MyKey account by the smart phone app, Ticket Vending Machines (TVMs), online webpage or the Retail Desk at the Carson Transit Center.

DISCUSSION:

The objective and scope of this review was to examine the current process and controls related to the Flowbird system and MyKey app. Considerations included:

- Product expectations vs. delivery
- Point of sale results and reconciliations
- Partner portal usage
- Technology – vendor support and access controls
- Retail Network

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

- AXIOS (Fare Validators)
- Ticket Vending Machines (TVMs)
- Flowbird Portal
- Partner Portal
- Retail Network

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 & Audit Committee on July 20, 2023.