



Date of Memo: January 05, 2024
Current Meeting: January 18, 2024
Board Meeting: January 25, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: Interim President/CEO Jennifer Pyrz
FROM: Governance & Audit Director Brian Atkinson
SUBJECT: Consideration and approval of Staffing, Hiring, & Recruiting Review Report

ACTION ITEM A – 7

RECOMMENDATION:

Review and receive Governance & Audit Staffing, Hiring & Recruiting Review Report

- See Reference Item 2023-8

BACKGROUND:

The FY 2023 Internal Audit Work Plan approved by the Governance and Audit Committee included a Staffing, Hiring and Recruiting Review Report.

This review was deferred until FY 2023 due to significant management turnover and the creation of the Department of People and Teammate Experience (DPTE). DPTE was created by merging the Human Resources Department and the Diversity, Inclusion, and Workforce Development Department.

DISCUSSION:

The objective was to evaluate the effectiveness of IPTC’s staffing, hiring, and recruiting processes, procedures, and strategies. Consideration included:

- Employee retention, appreciation, recognition, and apprenticeship programs
- Operator and mechanics shortages, hiring plans and turnover
- Succession planning, talent identification and development programs
- Policy, procedure, and work process documentation
- Vacancy rate and position control
- Compensation and classification programs
- Technology platforms and structures for analyzing hiring and retention data
- Evaluation of risks to achieving overall recruiting and retention goals
- Identification of opportunities to enhance performance

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

- Organizational Metrics and Dashboard
- Documentation and Processes
- Turnover and Employee Retention
- Succession Planning
- Compensation and Classification

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 January 18, 2024 and is recommended to be placed on the Consent Agenda.