



Date of Memo: April 12, 2023
Current Meeting: May 19, 2023
Board Meeting: May 25, 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 paratransit program assessment

ACTION ITEM A – 6

RECOMMENDATION:

Review and receive Governance & Audit Paratransit Program Assessment

- See Reference Item 2022-9

BACKGROUND:

The Internal Audit Work Plan approved by the Governance and Audit Committee included a Paratransit Program assessment.

The Federal Transit Administration (FTA) requires transit agencies that operate fixed route services to provide complementary paratransit service for persons who are unable to use the fixed route system, because of their disability, as defined under the Americans with Disabilities Act (ADA).

IPTC contracts out its paratransit ride, reservation, dispatch, vehicle maintenance and other functions to a firm with national experience.

DISCUSSION:

In reviewing the IndyGo Access paratransit program, operations and contracted services identified five observations, related to the following areas:

- Contracted Paratransit Provider Performance
- Eligibility Assessments
- Operator and Mechanic Files
- IndyGo Access Rider Guidelines
- Customer Care Center

The observations and management’s responses are presented in the accompanying report. The overall report rating for this Paratransit Program review is “Medium” risk.

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 May 19, 2023.