



### Support Team FAQs

**Q. What services does the INDOT Real Estate Support team provide?**

A: After receiving parcels from engineering, we secure appraisers, reviewers, buyers, and relocation agents (as needed) to move the parcels toward property management and clear status.

**Q. What is the goal of the support staff?**

A: We find two-way communication essential. Please help us help you by reaching out by email or phone or Teams (if available.) If we don't have an answer, we'll work at finding someone who does. If you see missing information in LRS, let us know.

**Q. Who should appraisers, reviewers and buyers contact with specific technical questions on assigned projects?**

A: Please reach out to Appraising Technical Advisers (ATAs) as noted in your engagement letters or Buying Technical Advisers (BTAs) as mentioned in your notices to proceed.

**Q: How are estimated dates entered in LRS for each discipline? Who starts the process?**

A: The support team depends upon project managers or other district staffers to make certain that an Engineering completion date or estimated completion date is entered on the LRS project maintenance page. We can enter an estimated completion date if you let us know. We can't enter completion dates. An engineering start date by itself is not enough to create a project schedule. Once we have the needed information, we can enter logical estimates for completion of the other disciplines such as appraising and buying. These dates then populate in the project manager static reports.

**Q: How do I determine the funding source for a project?**

A: Consider federal funding as the default source. For projects estimated to total less than \$100,000 for services and acquisition, state funding is permitted. If STIP and environmental clearance are not completed on federal projects, PE funding can be used for appraising only. For buying with federal dollars, STIP and environmental clearance must be completed in order to use required right-of-way funding. If state funding is permitted, STIP and environmental clearance are not required. However, the project manager must enter the temporary placeholder (Tracking – No environmental clearance needed) in SPMS for state projects.

**Q: Who requests purchase orders if Preliminary Engineering (PE) funding is required for appraising services?**

A: Such appraising purchase orders must be initiated at the district level by the project manager, not by the support team. In order for right-of-way funding to later be used for buying services, environmental clearance MUST first be granted. The support team can only initiate purchase orders that involve right-of-way funding. For PE PO requests, the support staff will assemble a draft of a PO to send to the district. That allows district staffers to know the name of the contractor to be used along with the appropriate value.

**Q: What's one of the first things I should do if I receive a purchase order and notice to proceed with right-of-way services?**

A: Please go into LRS parcel search and receive each parcel into your discipline. This information helps everyone determine the location of each parcel and minimizes the number of questions.

**Q: What are some other expectations?**

A: Keep notes updated in LRS every 7 days. Follow deadlines. Let us know who to assign and reassign as contractors within a firm.

**Yours in moving parcels,**

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