



# The New York City Department of Transportation's Controls over Street Marking Refurbishment

## What questions did the audit look at?

- ▶ How does the New York City Department of Transportation (DOT) identify streets in need of marking refurbishment?
- ▶ Does DOT complete refurbishment jobs in a timely and equitable manner?

## Why does it matter for New Yorkers?

- ▶ DOT is responsible for installing, maintaining, and refurbishing over 350 million linear feet of street markings on New York City's roads and highways, from crosswalks to bike lanes. Street markings are critical tools in urban transportation infrastructure, indicating local regulations, directing the flow of traffic, and conveying important safety information.
- ▶ The audit found that DOT effectively identified streets in need of refurbishment, placing them on a "Prioritization List." In general, DOT performed this work efficiently and equitably.
- ▶ However, in 2021, the agency failed to actually inspect 32% of the locations included on the Prioritization List. Of the sites DOT identified, it did not complete necessary work at 10% of them. The refurbishment process was also beset with delays, with more than half (58%) of past due work orders remaining open for longer than 30 days past their estimated completion dates.
- ▶ Faded or defaced street markings endanger the lives of drivers, cyclists, and pedestrians alike. DOT has a responsibility to ensure that these street markings are refurbished, and it must improve its ability to track work orders, completion dates, and street marking datasets.

## What changes did the agency commit to make following the audit?

- ▶ DOT will develop the capability to generate accurate quantity estimates for work orders.
- ▶ DOT will hire engineers and review policies surrounding refurbishment deadlines.
- ▶ DOT will maintain documentation for all generated work orders when it rolls out its new database software in 2025.

## AUDIT FINDINGS



DOT adequately and equitably identified locations that required street marking refurbishment.



DOT completed 90% of refurbishment work orders created in 2021.



DOT did not actually inspect 32% of locations included on its Prioritization List.



DOT did not complete refurbishment work at 10% of identified locations.



DOT did not complete 35% of work orders by deadline.



DOT left 58% of past due work orders open for longer than 30 days past deadline.



Audit Recommendations	Agency Response
<p>1 Continue to develop the capability to generate accurate quantity estimates for Work Orders and establish a Markings Management System (MMS) that would allow it develop more suitable target completion dates.</p>	<p><b>PARTIALLY AGREED</b></p>
<p>2 Consider updating target completion times set by DOT inspectors after contractors have been assigned and assessed actual refurbishment needs.</p>	<p><b>PARTIALLY AGREED</b></p>
<p>3 Maintain documentation to account for all work orders generated, including those created and not issued to the contractor; those issued to the contractor and still outstanding; and those that are later determined to be no longer necessary.</p>	<p><b>AGREED</b></p>
<p>4 Periodically reconcile its Prioritization List and work order database to help identify inaccuracies in its street marking datasets.</p>	<p><b>DISAGREED</b></p>



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