



## Department of Transportation

KATHY HOCHUL  
Governor

MARIE THERESE DOMINGUEZ  
Commissioner

April 4, 2022

Nadine Morrell, Audit Director  
Office of the State Comptroller  
Division of State Government Accountability  
110 State Street – 11<sup>th</sup> Floor  
Albany, NY 12236-0001

Re: Final Report 2019-S-37 – *Controls Over Vehicle Use and Transportation-Related Expenses*

Dear Ms. Morrell:

On behalf of the New York State Department of Transportation (NYSDOT) and pursuant to Executive Law §170, I write to provide confirmatory information concerning NYSDOT's 180-day response to OSC's five recommendations detailed in the above referenced report.

### RESPONSE TO RECOMMENDATIONS:

**OSC Recommendation (1):** *Implement procedures to monitor repair and maintenance costs agency-wide and hold the Contractor accountable for its responsibilities under the Contract.*

#### NYSDOT Response:

NYSDOT will document the current process and responsibilities that were in place, but not documented, at the time of the audit by issuance of a Fleet Maintenance Instruction (FMI), which outline global guidance on Automotive Resources International (ARI) spending thresholds and escalation points.

NYSDOT will continue to monitor and document issues with ARI and hold regular meetings, when necessary, to discuss performance concerns. In addition, where warranted, NYSDOT will continue to work with OGS to address unresolved issues given OGS entered into the contract with ARI.

**OSC Recommendation (2):** *Develop a process to track vehicle recalls and provide written guidance to regional offices on their responsibility to ensure recalls are repaired timely.*

#### NYSDOT Response:

NYSDOT will issue a statewide FMI outlining Main Office and Region responsibilities, memorializing the existing, unwritten process to track open recalls and for completing recalls – where remedies are available – in a timely manner.

**OSC Recommendation (3):** *Develop and communicate procedures to the regional offices that maximize the utilization of warranties.*

NYSDOT Response:

NYSDOT will issue a statewide FMI to document NYSDOT's existing processes for maximizing warranties when warranty repair is practical based on NYSDOT's performance requirements (i.e., immediate, or near-future need of a vehicle for storm-response).

**OSC Recommendation (4):** *Develop processes to improve monitoring of logs and WEX card purchases to ensure they are maintained and include all required information.*

NYSDOT Response:

NYSDOT will remind supervisors of their responsibilities related to monitoring and maintaining vehicle use logs. In addition, NYSDOT will continue to explore opportunities to leverage electronic vehicle data already available to facilitate a more efficient and practical means to log and monitor vehicle use.

**OSC Recommendation (5):** *Where practicable, improve the quality and detail of information for Contract and regional repair shop repairs and parts, and warranties.*

NYSDOT Response:

NYSDOT strives to improve the quality and detail of repair, parts and warranty information and will continue to do so going forward. NYSDOT maintains a large volume of granular and very complex fleet data; this data is readily available to Fleet team members and enables NYSDOT to monitor costs and activity at both the vehicle and fleet levels.

If you have any questions, please contact Shane Gilchrest, Director, Office of Fleet Administration and Support at 518-485-2875.

Sincerely,



Grace Boss  
Assistant Commissioner

cc. Honorable Kathy Hochul, Governor of the State of New York  
Honorable Thomas P. DiNapoli, State Comptroller  
Honorable Andrea Stewart-Cousins, President Pro Tempore and Senate Majority Leader  
Honorable Robert G. Ort, Senate Minority Leader  
Honorable Carl E. Heastie, Assembly Speaker  
Honorable Crystal D. Peoples-Stokes, Assembly Majority Leader  
Honorable William Barclay, Assembly Minority Leader  
Honorable Liz Krueger, Chairman, Senate Finance Committee  
Honorable Thomas O'Mara, Ranking Minority Member, Senate Finance Committee  
Honorable Helene E. Weinstein, Chairman, Assembly Ways and Means Committee  
Honorable Edward P. Ra, Ranking Minority Member, Assembly Ways and Means Committee  
Robert F. Mujica Jr., Director, Division of the Budget