

Highlights

Why We Did This Audit

Our [2019 GOkc Sidewalk Repair Program](#) audit identified gaps in the process to inspect sidewalks and enforce contract provisions. Confirming the implementation of our audit's recommendations helps ensure the program uses city funds efficiently and effectively.

Objective

Did Public Works improve inspection practices and observable outcomes of the GOkc Sidewalk Repair Program since our 2019 audit?

Background

The GOkc Sidewalk Program is funded by a 2017 voter-approved tax increase. The program is designed to evaluate, repair, and replace residential sidewalks and curbs; and install Americans with Disabilities (ADA) compliant curb ramps. The city plans to fund the program with \$150 million over 20 years, about \$7.5 million per year.

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PERFORMANCE AUDIT

Sidewalk Program Needs to Improve Warranty Inspections, Implement Past Recommendations

What We Found

Public Works was not holding contractors accountable to fix GOkc sidewalks under warranty during the projects' warranty period. Contractors are responsible for fixing defects in sidewalks they constructed for two years after installation. Public Works had not conducted any warranty inspections by the start of our audit. Since the audit began, Public Works conducted two out of six possible warranty inspections to date. Three projects' warranties expired prior to the start of our audit.

The warranty process needs improvements. We evaluated two projects under warranty for defects and identified many more defects than Public Works. (See Figure 1.) Public Works does not have a centralized tracking system for warranty dates. As a result, when Public Works began conducting warranty inspections during the audit, some were sent to the contractor too late or too early.

Figure 1. New Sidewalks with Defects



Public Works did not implement recommendations from our 2019 audit. Inspectors continued to not enforce contract requirements related to the depth and placement of contraction and expansion joints. (See Figure 2.) Sidewalk Program management did not implement a contract checklist meant to help inspectors ensure contractors met city sidewalk construction requirements. Failing to implement these recommendations may jeopardize the quality of GOkc sidewalks.

Figure 2. Joints with no old to new expansion, missing, or depth too shallow



What We Recommend (full list on back)

We make recommendations to improve construction and warranty inspections for GOkc sidewalks. These steps should help the city to improve the expected useful life and to receive the full value of funds expended for constructed city sidewalks.

Management agreed with all of our recommendations.

Recommendations

1. The director of public works should ensure warranty inspections are completed prior to their expiration.
2. The director of public works should develop and train staff on warranty defect criteria to use during warranty inspections.
3. The director of public works should:
 - develop a centralized tracking system for sidewalk project warranties
 - ensure system data is checked for accuracy against legally binding documentation
 - ensure warranty documentation is retained
4. The director of public works should develop 311 reporting categories for newly constructed sidewalk issues and communicate with residents the warranty periods covering new construction
5. The director of public works should ensure staff enforce GOkc Sidewalk Repair contract requirements.
6. The director of public works should not send a letter of “no defect” to contractors until after a project’s warranty has expired.
7. The director of public works should adopt a sidewalk inspection checklist that matches city requirements and is used by inspectors.