



# Memorandum



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To: Tara C. Smith, Director, Internal Services Department

From: Mary T. Cagle, Inspector General

Date: August 20, 2020

Subject: OIG Inspection of the Internal Services Department's Refrigerant Usage and Controls, Ref: 18-0004-A – Inspection Closure

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The Office of the Inspector General (OIG) conducted an inspection of the Internal Services Department (ISD) HVAC Shop's air conditioning usage and controls. We received ISD's status update dated July 24, 2020, (attached) which included the HVAC Shop's recently issued policies and procedures titled "Proper Use and Tracking of Refrigerants" (not attached). We appreciate the thoughtful response advising us of all the corrective action that has been recently implemented.

The OIG's Final Inspection Report contained two observations and six recommendations. The first observation addressed the lack of Internal controls, inadequate HVAC Shop policies and procedures and insufficient management oversight, which contributed to the fact that forms used to track the usage of refrigerant were not properly completed, and work orders were not closed in a timely manner. The second observation showed that purchases of refrigerant were inaccurately recorded in the inventory tracking system resulting in both erroneous levels of inventory and incorrect amounts invoiced to user County departments. The recommendations consisted of establishing new policies and procedures, staff training, establishing a quality control process for tracking the usage of refrigerant, timely closing of work orders, establishing standards for entering information in the inventory tracking system, and to use inventory alerts to monitor the inventory of refrigerant.

ISD concurred with our observations and recommendations, and we are pleased that the recently issued policies and procedures address the implementation of our recommendations.

By way of this memorandum, the OIG is advising you that our inspection of the above-captioned subject is complete, and that we are closing this inspection. As part of our follow-up process, we anticipate re-inspecting the HVAC Shop within 18 months. The OIG would like to thank the ISD and HVAC Shop staff for making themselves and their records available to us, and for the courtesies extended to us during this inspection.

cc: Edward Marquez, Deputy Mayor  
Jacques Bentolila, Deputy Director, Internal Services  
Kenneth Sapp, Compliance and Audit Manager, Internal Services  
George Orol, Manager, ISD Renovation Services

**Date:** July 24, 2020

**To:** Mary T. Cagle  
Inspector General

**From:** Tara C. Smith  
Director, Internal Services Department

**Subject:** Response to OIG Draft Report Inspection of the Internal Services Department's Refrigerant Usage and Controls – IG18-00004-A

*Tara C. Smith* Digitally signed  
by Tara C. Smith  
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First, I want to thank you for allowing the 90-day extension to provide a final follow-up response to the above referenced report. The COVID-19 pandemic has refocused our priorities and even important matters such as finalizing this report and implementing the necessary controls have been challenging.

At my direction, ISD's Compliance and Audit Manager continued to monitor the implementation of the recommendations and provide me with feedback on the status. Improvements to the process and systems will be ongoing, including evaluating and hiring of additional support staff as needed. The procedures for refrigerant handling and the Product Release and Control Form for HVAC, along with the ISD RSS Safety Plan have been updated and will be in full production by the end of this month.

HVAC employees attended required training after the implementation of the updated Proper Use and Tracking of Refrigerants Procedures. Each employee's participation was documented on a dated sign-in sheet. Two employees who were not in attendance will receive training upon their return to work and all new employees will receive training prior to being issued refrigerant.

We have finalized interviews for an ISD Supply Supervisor, which we hope to have in place before September 2020. This position will help the Trade Shops manage the day-to-day requirements of issuing and maintaining the parts inventory, including the required controls for refrigerant. We will also continue working with the Information Technology Department in updating the legacy service ticket and inventory management system (AS400), either through the ERP process or a separate solution.

Should you have any questions or require additional information, please do not hesitate to contact me at (305) 375-1135.

Attachment

c: Edward Marquez, Deputy Mayor  
Jacques Bentolila, Deputy Director, Internal Services  
Kenneth Sapp, Compliance and Audit Manager, Internal Services