

## AUDIT REPORT

# Facility Condition Reviews – Miami Springs, Promenade, and Doral Post Offices

May 26, 2020




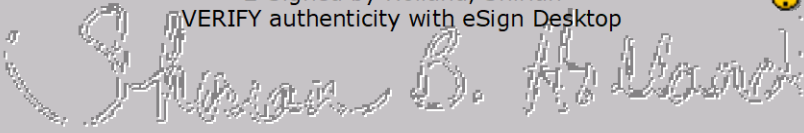
Report Number 20-212-R20



May 26, 2020

**MEMORANDUM FOR:** JUAN W. GONZALEZ  
ACTING DISTRICT MANAGER, SOUTH FLORIDA  
DISTRICT

E-Signed by Holland, Shirian  
VERIFY authenticity with eSign Desktop 

A rectangular box containing a handwritten signature in cursive that reads "Shirian B. Holland". Above the signature, the text "E-Signed by Holland, Shirian" and "VERIFY authenticity with eSign Desktop" is displayed. A small yellow question mark icon is in the top right corner of the box.

**FROM:** Shirian B. Holland  
Director, Supply Management and Facilities

**SUBJECT:** Audit Report – Facility Condition Reviews –  
Miami Springs, Promenade, and Doral Post Offices  
(Report Number 20-212-R20)

This report presents the results of Facility Condition Reviews at the Miami Springs, Promenade, and Doral Post Offices.

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or need additional information, please contact me at 703-248-2100.

Attachment

cc: Postmaster General  
Chief Operating Officer and Executive Vice President  
Vice President, Facilities  
Vice President, Southern Area Operations  
Corporate Audit Response Management

## Background

This report presents the results of our self-initiated audit of facility conditions at the Miami Springs (leased), Promenade (leased), and Doral (owned) Post Offices in the South Florida District (Report Number 20-212-R20). This audit was designed to provide U.S. Postal Service management with timely information on potential risks related to facility conditions. The Postal Service is required to maintain a safe and healthy environment for both employees and customers in accordance with its internal policies and procedures<sup>1</sup> and Occupational Safety and Health Administration (OSHA)<sup>2</sup> safety laws.

Our fieldwork was completed before the President of the U.S. issued the national emergency declaration concerning the novel coronavirus disease outbreak (COVID-19) on March 13, 2020. The results of this audit do not reflect operational changes and/or service impacts that may have occurred at these facilities as a result of the pandemic.

## Objective, Scope, and Methodology

Our objective was to determine if Postal Service management is adhering to building maintenance, safety and security standards, and employee working condition requirements at post offices.

To accomplish our objective, we developed a checklist of requirements related to building maintenance, safety, and security. We judgmentally selected the Miami Springs Post Office based on the number of maintenance and safety deficiencies identified in our prior area facility condition reviews. We selected the Promenade and Doral Post Offices based on their proximity to the Miami Springs Post Office. In addition, we reviewed Postal Service systems to identify maintenance issues and analyzed documentation for deficiencies. We conducted site visits from March 10-13, 2020, and performed observations, completed the checklists, and briefed local management on the issues identified.

We relied on computer-generated data from the Safety Toolkit and electronic Facilities Management System (eFMS). We assessed the reliability of the extracted data by reviewing the documentation and comparing it to our observations for completeness, validity, and accuracy. We determined that the data were sufficiently reliable for the purposes of this report.

We conducted this performance audit from March through May 2020 in accordance with generally accepted government auditing standards and included such tests of internal controls as we considered necessary under the circumstances. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objective. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objective. We discussed our observations and

---

<sup>1</sup> Handbook MS-47, *Facility Cleaning*, TL-5, June 27, 2014.

<sup>2</sup> OSHA Act of 1970 and Handbook EL-801, *Supervisor's Safety Handbook*.

conclusions with management on May 5, 2020 and included their comments where appropriate.

We found that building maintenance, safety, and security at the Miami Springs, Promenade, and Doral Post Offices did not meet prescribed standards. We identified 35 deficiencies at the three facilities that ranged from minor to more serious violations (see [Appendix A](#)).

### Building Maintenance

At the Miami Springs Post Office we identified stained and missing ceiling tiles in the workroom area, damaged and missing baseboard strips, and missing floor tiles in the hallway and breakroom areas (see Figures 1 and 2). We also identified other general maintenance issues such as an inoperable faucet handle for hot water and a hole in the wall under the sink in the men's restroom. In addition, there was a dirty air vent in the ladies' restroom (see Figure 3).

**Figure 1. Damaged and Missing Baseboard Strips in Hallway and Breakroom**



Source: U.S. Postal Service Office of Inspector General (OIG) photograph taken March 12, 2020.

**Figure 2. Missing Floor Tiles in Breakroom**



Source: OIG photograph taken March 12, 2020.

**Figure 3. Dirty Air Vent in Ladies' Restroom**



Source: OIG photograph taken March 12, 2020.

At the Promenade Post Office we identified one missing ceiling tile in the customer Post Office Box area (see Figure 4) and two missing ceiling tiles in the loading dock area



(see Figure 5), a damaged wall and dirty air vent in the customer service lobby (see Figures 6 and 7), damaged bumpers in the loading dock vestibule and exit doors, and a damaged door hinge in the loading dock area making the door difficult to close.

The damaged bumper and door hinge issues were reported in eFMS on January 4, 2020 and were still unresolved as of our visit on March 10, 2020. The postmaster stated that he contacted the vendor to replace the damaged bumpers. The vendor responded on February 1, 2020, there were no bumpers made specifically for the doors but suggested replacing the doors entirely or modifying the bumpers to fit the doors. Management was still considering the alternatives at the time of our visit.

**Figure 4. Missing Ceiling Tile in Post Office Box Area**



Source: OIG photograph taken March 10, 2020.

**Figure 5. Missing Ceiling Tiles in Loading Dock Area**



Source: OIG photograph taken March 10, 2020.

**Figure 6. Damaged Wall in Customer Lobby**



Source: OIG photograph taken March 10, 2020.

**Figure 7. Dirty Air Vent in Customer Lobby**



Source: OIG photograph taken March 10, 2020.

At the Doral Post Office we identified damaged and stained ceiling tiles in the workroom area and missing ceiling tiles in the vestibule and loading dock areas (see Figure 8). In addition, we found damaged walls near the vault (see Figure 9), a dirty and rusted paper towel holder in the ladies' restroom, and no hot water in the restroom near the manager's office.

**Figure 8. Missing Ceiling Tiles**



Source: OIG photograph taken March 11, 2020.

**Figure 9. Damaged Walls Near Vault**



Source: OIG photograph taken March 11, 2020.

## Building Safety

At the Miami Springs Post Office there were missing electrical outlet plate covers in the breakroom and ladies' restroom and exposed wires on the ceiling in the ladies' restroom and workroom areas (see Figure 10). We also identified blocked electrical panels and an unsecured ladder leaning against the wall in the workroom area (see Figures 11 and 12). In addition, two fire extinguishers had not been inspected monthly since March 2017 (see Figure 13).

**Figure 10. Exposed Wires in Ladies' Restroom**



Source: OIG photograph taken March 12, 2020.

**Figure 11. Blocked Electrical Panels**



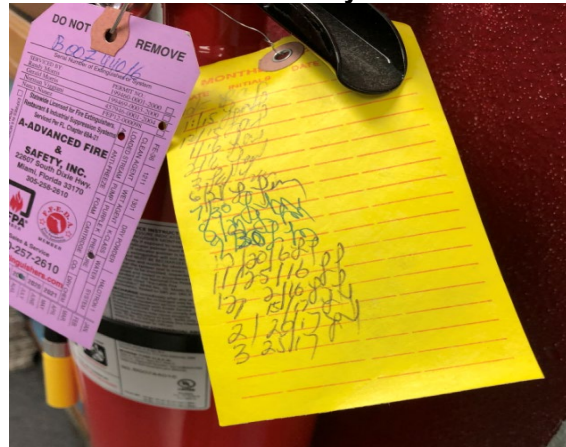
Source: OIG photograph taken March 12, 2020.

Figure 12. Unsecured Ladder



Source: OIG photograph taken March 12, 2020.

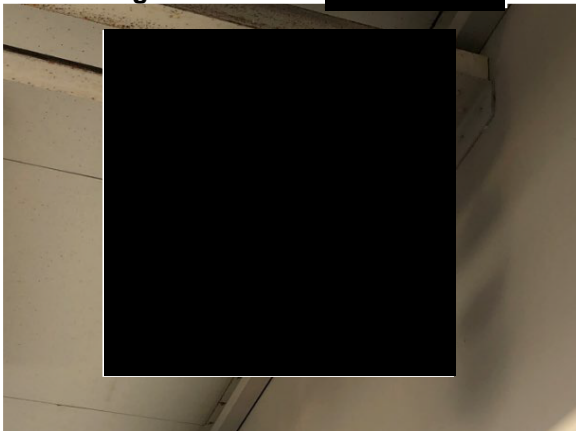
Figure 13. Fire Extinguisher Not Inspected Monthly



Source: OIG photograph taken March 12, 2020.

At the Promenade Post Office there were [REDACTED] in the loading dock area that dangled and posed a safety risk (see Figure 14). This issue was reported in the eFMS on February 18, 2020 and was still unresolved at the time of our visit on March 10, 2020. In addition, we identified expired items in the first-aid kit, including one Tussin expectorate that expired in January 2015, one betadine solution that expired in April 2017, and two ammonia inhalants that expired in July 2017 (see Figure 15).

Figure 14. Loose [REDACTED]



Source: OIG photographs taken March 10, 2020.

Figure 15. Expired Item in First-Aid Kit



Source: OIG photographs taken March 10, 2020.

At the Doral Post Office we found one missing electrical outlet cover in the vestibule leading to the loading dock area and a blocked exit door (see Figures 16 and 17). In addition, there were expired items in the first-aid kit, including burn relief spray (expired April 2014) and hydrocortisone cream (expired February 2016).



**Figure 16. Missing Electrical Outlet Cover**



Source: OIG photographs taken  
March 10, 2020.

**Figure 17. Blocked Exit Door**



Source: OIG photographs taken  
March 10, 2020.

None of the three facilities posted OSHA poster 3167, *Job Safety and Health* (Spanish version), as required by the Postal Service. The Promenade and Doral Post Offices displayed OSHA poster 3165, *Job Safety and Health* (English version only) and the Miami Springs Post Office did not display either of the required posters. In addition, the Miami Springs Post Office did not display poster CA-10, *What a Federal Employee Should Do When Injured at Work*, or Poster 7, *Rules and Regulations Governing Conduct on Postal Property*, as required by the Postal Service.

## Building Security

At the Promenade Post Office, we found 12 of 38 carrier trucks unlocked in the secured Postal Service parking lot (see Figure 18). In addition, the [REDACTED] cited above as a safety risk, could also pose a security risk since there were no [REDACTED]

**Figure 18. Unlocked Carrier Truck**



Source: OIG photographs taken March 10, 2020.



At the Doral Post Office, five of 22 carrier trucks were unlocked in the unsecured parking lot, leaving the vehicles susceptible to possible theft and vandalism (see Figure 19).

**Figure 19. Unlocked Carrier Truck**



Source: OIG photographs taken March 11, 2020

We did not observe any carrier trucks at the Miami Springs Post Office.

The Postal Service is required to maintain a safe environment for both employees and customers. In addition, OSHA requires employers to provide a safe and healthful workplace free of recognized hazards. More important, these issues could jeopardize the health, safety, and well-being of Postal Service employees and customers. Further, it could create an environment that dissuades customers from doing business in these offices. If management does not address hazards, the Postal Service could potentially incur fines.

Conditions related to building maintenance, safety, and security occurred due to management not prioritizing some issues or because of a lack of oversight. For example, some maintenance issues such as stained and missing ceiling tiles, damaged walls, and dirty air vents were not considered a priority. Safety issues such as exposed wires, blocked electrical panels, and fire extinguishers missing monthly inspections at the Miami Springs Post Office were not addressed due to lack of management's awareness or priority in remediating these issues. In addition, at the Promenade and Doral Post Offices, management did not ensure carrier trucks were locked due to lack of oversight.

OSHA requires the inspection, maintenance, and testing of all portable fire extinguishers, including monthly and annual inspections.<sup>3</sup> Management is also required to ensure electrical panels are unblocked,<sup>4</sup> a requirement that local management was unaware of. In addition, Postal Service policy requires vehicle doors to be locked, except when loading or unloading the vehicle.<sup>5</sup>

<sup>3</sup> OSHA, 29 CFR 1910.157 (e)(1), (e)(2), and (e)(3).

<sup>4</sup> OSHA, 29 CFR 1910. 303 (b) (1).

<sup>5</sup> Handbook M-41, *City Carriers Duties and Responsibilities*, Section 821, June 2019.

Management's attention to maintenance, safety, and security deficiencies can reduce the risk of injuries to employees and customers; reduce related costs, such as workers' compensation claims, lawsuits, and OSHA penalties; and enhance the customer experience and Postal Service brand. We identified six issues that could potentially result in \$32,760<sup>6</sup> of risk exposure.

## Corrective Actions

Management at the Miami Springs Post Office took corrective action while we were onsite by cleaning the dirty air vent in the ladies' restroom and downloading and displaying the CA-10, OSHA posters 3165 and 3167, and Poster 7. In addition, management at the Promenade and Doral Post Offices downloaded and displayed OSHA poster 3167, and at the Doral Post Office unblocked the exit door. We appreciate management's prompt attention to these matters.

**Recommendation #1:** We recommend the **Manager, South Florida District**, address all building maintenance, safety, and security issues identified at the Miami Springs, Promenade, and Doral Post Offices.

**Recommendation #2:** We recommend the **Manager, South Florida District**, ensure fire extinguishers are inspected monthly at the Miami Springs Post Office.

## Management's Comments

Management agreed with the report's findings and recommendations.

Regarding recommendation 1, management stated that unit managers will abate all building maintenance, safety, and security issues identified at the Miami Springs, Promenade, and Doral Post Offices. The targeted implementation date is June 5, 2020.

Regarding recommendation 2, management stated they established a monthly schedule to inspect all fire extinguishers at the Miami Springs Post Office. The inspections were completed as of May 20, 2020.

See [Appendix B](#) for management's comments in their entirety.

## Evaluation of Management's Comments

The OIG considers management's comments responsive to the recommendations and planned actions should resolve the issues identified in the report.

---

<sup>6</sup> Based on average fine amount the Postal Service paid for post office OSHA violations from 2017 to 2019.

Regarding recommendation 1, management needs to address the remaining deficiencies such as damaged and missing ceiling tiles, damaged walls, and exposed electrical wires and provide confirmation that the work has been completed.

Regarding recommendation 2, we view management's corrective action taken in completing fire extinguisher inspections to be sufficient to satisfy the intent of our recommendation. Accordingly, we consider recommendation 2 closed with the issuance of this report.

All recommendations require OIG concurrence before closure. Consequently, the OIG requests written confirmation when corrective action(s) are completed. Recommendation 1 should not be closed in the Postal Service's follow-up tracking system until the OIG provides written confirmation that the recommendation can be closed. Based on the information provided by Postal Service management, we consider recommendation 2 closed with the issuance of this report.

## Appendix A: Facility Deficiency Summary

	Facility	Miami Springs	Promenade	Doral	Total Deficiencies
<b>Building Maintenance Issues</b>					
1	Stained ceiling tiles	D	✓	D	2
2	Missing ceiling tiles	D	D	D	3
3	Damaged ceiling tile in workroom	✓	✓	D	1
4	Missing floor tiles in hallway and breakroom	D	✓	✓	1
5	Damaged and missing baseboard strips in hallway and breakroom	D	✓	✓	1
6	Damaged bumpers in the loading dock vestibule	✓	D	✓	1
7	Inoperable faucet handle in men's restroom	D	✓	✓	1
8	Damaged door hinge in the loading dock area	✓	D	✓	1
9	Dirty air vent	D	D	✓	2
10	Damaged walls	✓	D	D	2
11	Dirty and rusted and paper towel holder	✓	✓	D	1
12	No hot water in restroom near manager's office	✓	✓	D	1
13	Hole on the wall under the sink in men's restroom	D	✓	✓	1
<b>Building Safety Issues</b>					
14	Portable fire extinguishers not inspected monthly	D	✓	✓	1
15	Missing electrical outlet cover	D	✓	D	2
16	Blocked electrical panels	D	✓	✓	1
17	Exposed electrical wires	D	✓	✓	1
18	Unsecured ladder leaning against the wall	D	✓	✓	1
19	Blocked exit door	✓	✓	D	1
20	Expired first-aid kit items	✓	D	D	2
21	Inoperable and dangling [REDACTED]	✓	D	✓	1
22	No CA-10, <i>What a Federal Employee Should Do When Injured at Work</i> poster displayed	D	✓	✓	1
23	No Poster 7, <i>Rules and Regulations Governing Conduct on Postal Property</i> displayed	D	✓	✓	1
24	No OSHA Posters 3165 or 3167, <i>Job Safety and Health</i> displayed	D	D	D	3
<b>Building Security Issues</b>					
25	Unlocked carrier trucks	✓	D	D	2
<b>Total Deficiencies</b>		<b>15</b>	<b>9</b>	<b>11</b>	<b>35</b>

Source: OIG analysis based on facility reviews.

✓ – No deficiency; D – Deficiency



## Appendix B: Management's Comments

SOUTH FLORIDA DISTRICT



May 20, 2020

LAZERICK POLAND  
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Draft Audit Report - Facility Condition Reviews - Miami Springs,  
Promenade, and Doral Post Offices (Project Number 20-212-DRAFT)

Thank you for the opportunity to address the findings of the audit for Miami Springs, Promenade, and Doral Post Offices. As Postal Service Management, we strive to ensure that our buildings adhere to the safety and security standards and ensuring our employees are provided a safe working environment. Management has reviewed, and agrees with the findings of this audit. Management also agrees that attention to maintenance, safety, and security deficiencies can reduce the risk to our employees and customers.

**Recommendation 1:**

We recommend the District Manager, South Florida District, address all building maintenance, safety, and security issues identified at the Miami Springs, Promenade, and Doral Post Offices.

**Management Response/Action Plan:**

Management agrees with this recommendation. As indicated in the draft report under corrective actions, management at the Miami Springs Post Office took immediate action on downloading and displaying the CA-10, OSHA poster 3165 and 3167, and poster 16. Also indicated in the draft report under corrective actions management at the Promenade and Doral Post Offices downloaded and displayed OSHA poster 3167. The District Manager, South Florida, will ensure the unit management and manager of maintenance will abate all other building maintenance, safety, and security issues identified at the Miami Springs, Promenade, and Doral Post Offices.

**Target Implementation Date:**

June 5, 2020

**Responsible Official:**

(A) District Manager South Florida

**Recommendation 2:**

We recommend the Manager, South Florida District, ensure fire extinguishers are inspected monthly at the Miami Springs Post Office.

- 2 -

**Management Response/Action Plan:**

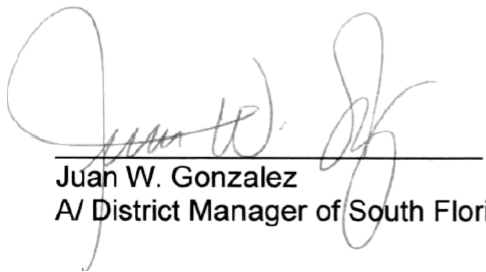
Management agrees with this recommendation. The Unit Manager for Miami Springs Post office has established a monthly schedule to inspect the Fire Extinguisher at the Miami Springs Post Office. The fire extinguisher is now current and was inspected on May 13, 2020. Please see attached letter from the manager and a picture indicating compliance.

**Target Implementation Date:**

Completed on May 20, 2020

**Responsible Official:**

(A) District Manager South Florida



Juan W. Gonzalez  
A/ District Manager of South Florida