

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



November Computer Aided Dispatch (CAD) and Alpha Paging Inspection

Inspection Report# BI2017-0131

The Audits and Inspections Unit (AIU) of the Bureau of Internal Oversight (BIO) will conduct inspections of the Computer Aided Dispatch (CAD) and Alpha Paging Systems on an ongoing basis. The purpose of the inspection is to ensure compliance with Office Policies and to promote proper supervision. To achieve this, inspectors will select for review the CAD/Alpha Paging entries for 10 randomly selected days for the month being inspected. To ensure consistent inspections, the *CAD/Alpha Paging Inspection Matrix* developed by the AIU will be utilized.

Matrix Procedures:

A random sample containing ten of the 30 days from the month of November 2017 was generated using the research randomizing program www.Randomizer.org. The CAD messages transmitted during the selected inspection dates were retrieved and viewed directly from the CAD database. The Alpha Paging messages transmitted during the selected inspection dates were provided to the AIU by the MCSO Technology Bureau in an Excel spreadsheet. The CAD and Alpha Paging messages transmitted during the selected sample dates were uniformly inspected utilizing the CAD/Alpha Paging Inspection Matrix.

Criteria:

MCSO Policy CP-2, *Code of Conduct*

MCSO Policy CP-3, *Workplace Professionalism*

MCSO Policy CP-8, *Preventing Racial and Other Biased-Based Profiling*

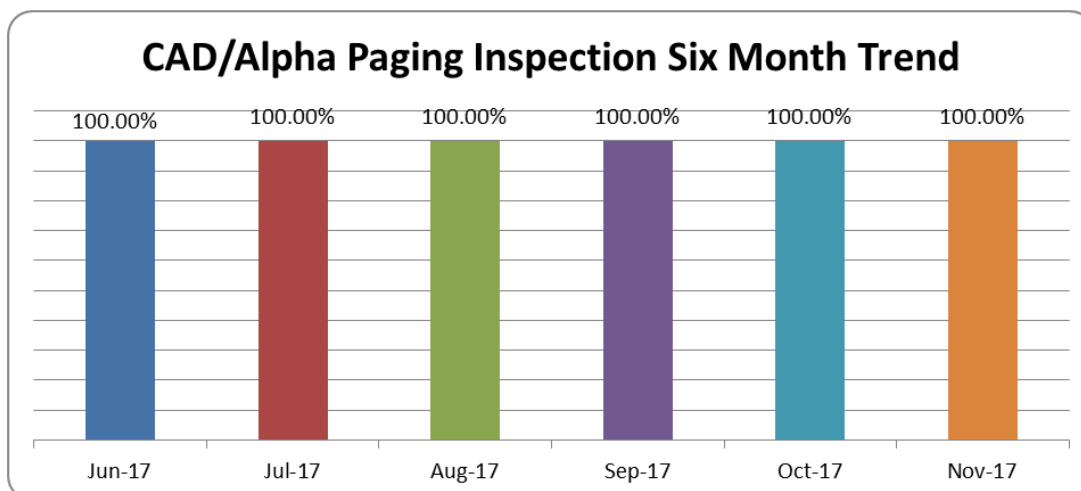
MCSO Policy GM-1, *Electronic Communication and Voicemail*

Conditions:

Collectively there were a total of **23,463** CAD and Alpha Paging messaging entries (23,448 CAD and 15 Alpha Paging) sampled, which were transmitted by MCSO personnel during the selected dates available for inspection.

The inspection found that **23,463** or **100%**, of the inspected CAD and Alpha Paging messaging entries in compliance with Office Policies GM-1, *Electronic Communications and Voice Mail*, CP-2, *Code of Conduct*; CP-3, *Workplace Professionalism*; and CP-8, *Preventing Racial and Other Biased-Based Profiling*.

A historical comparison of the last six months of CAD/Alpha Paging inspections indicates that the compliance rate for the use of these electronic communication systems has been 100%.



Recommendations:

It is recommended that supervisors continue to provide mentoring to employees in:

- The contents of MCSO Policy GM-1, *Electronic Communication and Voicemail*.
- MCSO Policies CP-2, *Code of Conduct*, CP-3, *Workplace Professionalism*, CP-8, *Preventing Racial and Other Biased-Based Profiling*, as they relate to electronic communications.
- Continued effort should be made by supervisory staff to remind employees to use discretion and good judgment when sending electronic communications in compliance with MCSO Office Policy.

Action Required:

With the resulting **100 %** compliance for Inspection *BI2017-0131*, no BIO Action Forms are required.

Notes:

All supporting documentation (working papers) is included in the inspection file number *BI2017-0131* and contained within IA Pro.

Date Inspection Started: 11/13/2017
Date Completed: 11/28/2017
Timeframe Inspected: November 1-30, 2017
Assigned Inspector(s): Sgt. M. Rodriguez A9047

I have reviewed this inspection report.

Larry Kratzer S1520 11/28/17
Lieutenant Larry Kratzer S1520 Date
Commander, Audits & Inspections Unit
Bureau of Internal Oversight

Captain G. Lugo #1480 11/28/2017
Captain Greg Lugo S1480 Date
Commander
Bureau of Internal Oversight