

# MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



## Computer Aided Dispatch (CAD) and Alpha Paging Inspection February

Inspection Report# BI2018-0017

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 a monthly basis. The purpose of this 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 28 days from the month of February 2018, was generated using the research randomizing program [www.Randomizer.org](http://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:

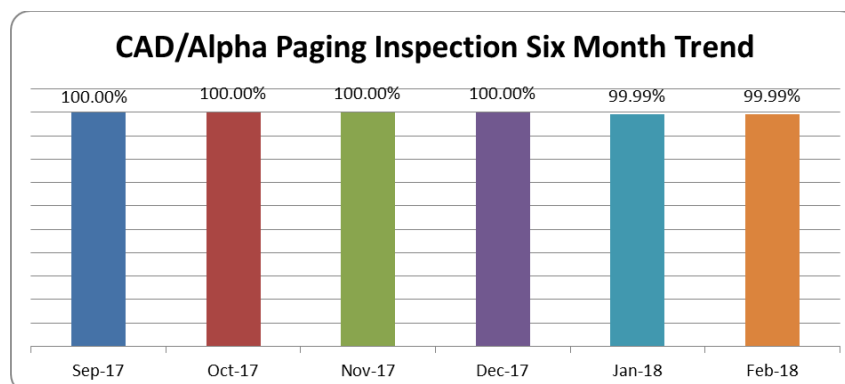
Collectively there were a total of **23,713** CAD and Alpha Paging messaging entries (23,711 CAD and 2 Alpha Paging) sampled, which were transmitted by MCSO personnel during the selected dates available for inspection.

The inspection found that **23,712** or **99.99%**, 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*.

During the review of the CAD/Alpha Paging records, the below listed employee was found to have sent a CAD message that may not be in compliance with MCSO Policy GM-1, *Electronic Communications and Voice Mail*.

Employee	Division	Commander	Message #	Deficiency
Civilian Employee	5082-Communications	Manager	2699538	Message sent included unprofessional wording

Below is the six month historical comparison of compliance rates for the CAD/Alpha Paging.



**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 **99.99 %** compliance for Inspection *BI2018-0017* a total of **1** BIO Action Form is requested from the affected division. **The form shall be completed utilizing Blue Team.**

**Notes:**

All supporting documentation (working papers) is included in the inspection file number *BI2018-0017* and contained within IA Pro.

Date Inspection Started: February 2, 2018  
Date Completed: February 27, 2018  
Timeframe Inspected: February 1-26, 2018  
Assigned Inspector(s): Sgt. M. Rodriguez A9047

I have reviewed this inspection report.

Larry Kratzer S1520  
Lieutenant Larry Kratzer S1520  
Commander, Audits & Inspections Unit  
Bureau of Internal Oversight

03/05/18  
Date

W.C. Morrison #1509  
Captain W. Cory Morrison S1509  
Division Commander  
Bureau of Internal Oversight

03/05/18  
Date