

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



October Computer Aided Dispatch (CAD) and Alpha Paging Inspection

Inspection Report# BI2017-0132

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 31 days from the month of October 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.

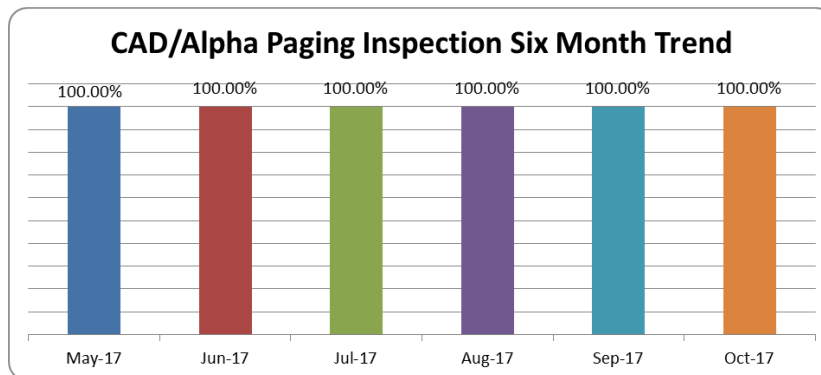
Criteria:

- 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 **22,630** CAD and Alpha Paging messaging entries (22,606 CAD and 24 Alpha Paging) sampled, which were transmitted by MCSO personnel during the selected dates available for inspection.

The inspection found that 22,630 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% in six of the last six months.

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 *BI2017-0132*, no BIO Action Forms are required.

Notes:

All supporting documentation (working papers) is included in the inspection file number *BI2017-0132* and contained within IA Pro.

Date Inspection Started: 11/16/2017
Date Completed: 11/17/2017
Timeframe Inspected: October 1-31, 2017
Assigned Inspector(s): Sgt. M. Rodriguez A9047

I have reviewed this inspection report.

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

11/20/17
Date

Captain G. Lugo #1480
Captain Greg Lugo S1480
Commander
Bureau of Internal Oversight

11/27/2017
Date