

**MARICOPA COUNTY SHERIFF'S OFFICE**  
**Computer Aided Dispatch (CAD) and Alpha Paging**



**Audits and Inspections Unit**  
**Bureau of Internal Oversight**  
**Inspection Report**  
**March 30, 2017**  
**Inspection BI2017-0027**

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# MARICOPA COUNTY SHERIFF'S OFFICE

*Memorandum*



**To:** Lt. R. Morris S1014  
Audits and Inspections Unit Commander  
Bureau of Internal Oversight

**From:** Sgt. M. Rodriguez A9047  
Audits and Inspections Unit  
Bureau of Internal Oversight

**Subject:** Summary of Findings Report  
March, 2017  
Computer Aided Dispatch (CAD) and Alpha  
Paging Messaging Inspection BI2017-0027

**Date:** 03/30/17

The Bureau of Internal Oversight (BIO), Audits and Inspections Unit (AIU) will conduct inspections of the Computer Aided Dispatch (CAD) and Alpha Paging Systems on an ongoing basis. The purpose for the inspection is 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 March 2017 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 **26,330** CAD and Alpha Paging messaging entries (26,304 CAD and 26 Alpha Paging) sampled, which were transmitted by MCSO personnel during the selected dates available for inspection.

The inspection found that **26,326**, 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* and were in support of the Melendres Order.

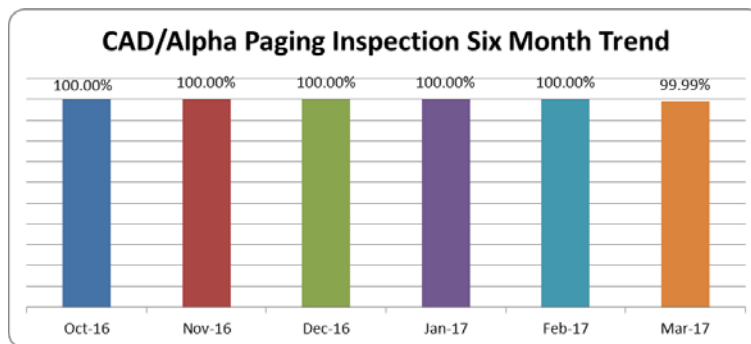
During the review of the selected CAD and Alpha Paging messaging entries, the below listed employees were found to have sent messages that may not be in compliance with MCSO Policy GM-1, *Electronic Communications and Voice Mail*.

Employee	Division	Commander
Civilian Employee	Communications Division	Lieutenant
Civilian Employee	Communications Division	Lieutenant
Civilian Employee	Communications Division	Lieutenant

**The following potential deficiencies were noted:**

- Civilian Employee Two messages sent include content that may be inconsistent with policy. Policy GM-1, Paragraph 2, states in part: “...*All electronic communications shall be professional in content* ...”
- Civilian Employee One message sent includes content that may be inconsistent with policy. Policy GM-1, Paragraph 2, states in part: “...*All electronic communications shall be professional in content* ...”
- Civilian Employee One message sent includes content that may be inconsistent with policy. Policy GM-1, Paragraph 2, states in part: “...*All electronic communications shall be professional in content* ...”

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 five 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 **99.99%** compliance for Inspection *BI2017-0027*, a total of **3** BIO Action Forms are requested from the affected division addressing the potential deficiencies. Please email the completed BIO Action Forms to [BIO@mco.maricopa.gov](mailto:BIO@mco.maricopa.gov) within 30 days from the date this report is published.

**Notes:**

All supporting documentation (working papers) is included in the inspection file number *BI2017-0027* and contained in IA Pro.

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**BI2017-0027**

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**Inspection focus:** CAD and Alpha Paging


**Date Inspection Started:** Mach 3, 2017

**Date Completed:** March 30, 2017

**Timeframe Inspected:** March 2017

**Assigned Inspectors:** Sgt. M. Rodriguez A9047

I have reviewed this inspection report.



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Lieutenant Rick Morris  
Audits and Inspections Unit Commander  
Bureau of Internal Oversight

03/30/17  
Date

 #1011

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Deputy Chief Bill Knight  
Bureau Commander  
Bureau of Internal Oversight

03/30/17  
Date

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