

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



Computer Aided Dispatch (CAD) and Alpha Paging

November 2018 Inspection

Inspection # BI2018-0144

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 30 days from the month of November 2018 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*

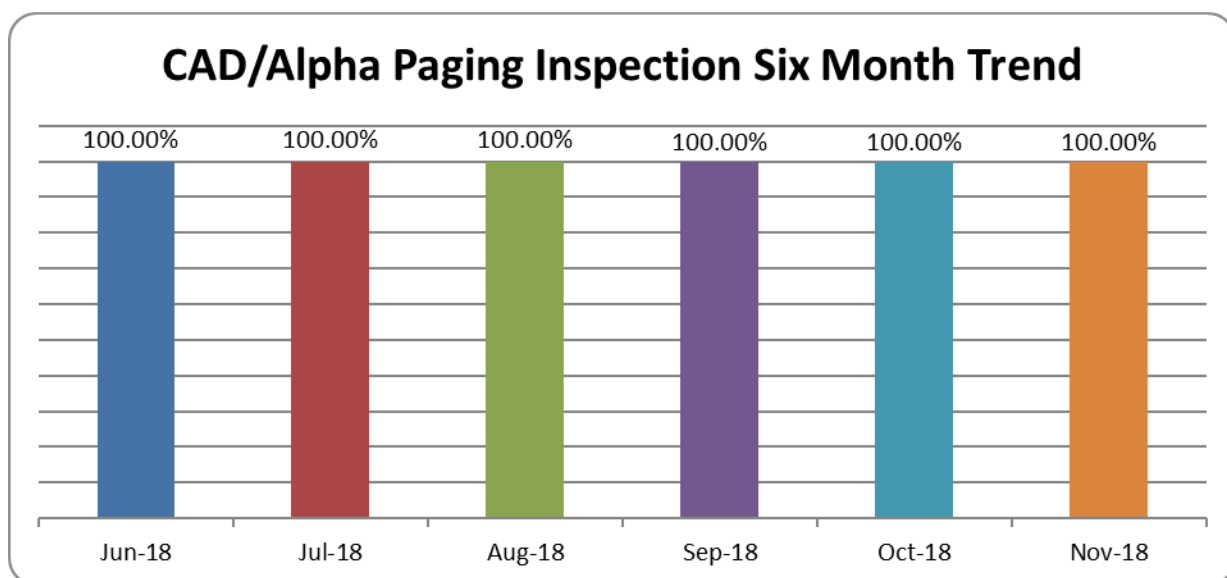
MCSO Policy GM-1, *Electronic Communication and Voicemail*

Conditions:

Collectively there were a total of **18,742** CAD and Alpha Paging messaging entries (*18,737 CAD and 5 Alpha Paging*) sampled which were transmitted by MCSO personnel during the selected dates available for inspection.

The inspection found that 18,742 or **100.00%** of the inspected CAD and Alpha Paging messaging entries were 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*.

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 **100.00 %** compliance for Inspection *BI2018-0144*, no BIO Action Forms are required.

Notes:

All supporting documentation (working papers) is included in the inspection file number *BI2018-0144* and contained within IA Pro.

Date Inspection Started: November 1, 2018
Date Completed: November 27, 2018
Timeframe Inspected: November 1-24, 2018
Assigned Inspector(s): Ronda Jamieson B3178

I have reviewed this inspection report.

Connie J. Phillips

Connie J. Phillips B3345
Acting Commander, Audits & Inspections Unit
Bureau of Internal Oversight

11/27/2018

Date