

# MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



**Targeted Integrity Inspection: March 2022**

Inspection Report # BI2022-0046

The Audits and Inspections Unit (AIU) of the Sheriff's Office Bureau of Internal Oversight (BIO) conducts targeted integrity inspections on an as needed basis to examine a specific employee, or group of employees, who has or have been identified through an analysis conducted by the Bureau of Internal Oversight (BIO), the Professional Standards Bureau (PSB), the Early Identification System (EIS), or other data collection methods, and is displaying indications, or concerns of involvement, related to potentially improper or illegal behavior.

Inspection BI2022-0046 is a targeted inspection, ranging from January 1<sup>st</sup>, 2022 to March 31<sup>st</sup>, 2022, of all external and service complaints received by M.C.S.O. communications, via telephone. The AIU Inspector will review any applicable forms to determine if the employee receiving the complaint sent an e-mail to the on-duty supervisor as well as the E.I.S. e-mail inbox as specified in office policy ***GI-1, Radio and Enforcement Communications Procedures***.

**Compliance Objectives:**

- Was the required external complaint e-mail disseminated in a timely manner?
- Was proper e-mail notification provided to the on duty supervisor?
- Was proper e-mail notification provided to the E.I.S. e-mail inbox?

**Criteria:**

MCSO Policy GI-1; Radio and Enforcement Communications Procedures.  
Section 303 of the AIU Operations Manual.

**Conditions:**

The result of the review is based on all external and service complaints received by M.C.S.O communications, via telephone, between January 1<sup>st</sup>, 2022 and March 31<sup>st</sup>, 2022. A review of all associated forms within the E.I.S. E-mail inbox and I.A. Pro was conducted. All data analyzed for this integrity inspection was compiled by the Bureau of Internal Oversight Audits and Inspections Unit.

- A search was conducted of the I.A. Pro database to identify all external and service complaints received by telephone for the first quarter of 2022.
- Of all external and service complaints received in the first quarter of 2022, 63 entries were received by telephone.
- Of the 63 external and service complaints received by telephone, 14 external complaints and 7 service complaints were identified as being received by MCSO Communications.

**Note:** Three (3) of the examined complaints shared an external and service complaint in which they were combined for this inspection for a total of 18 inspected complaints.

It is the purpose of this targeted integrity test to determine if external or service complaints received by M.C.S.O. communications, via telephone, are being disseminated to the on-duty supervisor, via E-mail, and the E.I.S. e-mail inbox as required by office policy GI-1, Radio and Enforcement Communications Procedures.

**Results:**

A total of 18 external/service complaints were identified as being received by telephone through M.C.S.O. communications between January 1<sup>st</sup>, 2022 and March 31<sup>st</sup>, 2022. All data was uniformly inspected utilizing a matrix developed by the Audits and Inspections Unit in accordance with the procedures outlined in policy and the AIU Operations Manual. The results of the inspection were as follows:

- 12 of the 18 complaints received had proper documentation of e-mail notification to the on-duty supervisor and E.I.S. e-mail inbox.
- 6 of the 18 complaints received did not have documentation of an e-mail sent to the on-duty supervisor or E.I.S. e-mail inbox.

**Conclusion:**

The determination by AIU regarding the disposition of this targeted inspection is a **PROCEDURAL FAIL**. AIU did not observe evidence of criminal, serious or continual, repetitive, and willful acts of minor misconduct. However, as six (6) of eighteen (18) external/service complaints, 33.33% of the total, have observed deficiencies, BIO believes a successful identification rate of 66.67% to be a PROCEDURAL FAIL. As the employee's actions were not in accordance with the procedures set forth in Office Policy, but the actions do not rise to the level of criminal or serious misconduct, section 303 of the BIO Operations Manual does not require a referral to the Professional Standards Bureau, but the actions will be reported as deficiencies to the respective Division Commanders through the BIO Action Form process.

**Action Required:**

AIU will provide the inspection report to the Division(s) for review to determine if the required e-mails were sent in refutation of the below listed findings. **6 Bio Action Forms are Required.**

Division	IA Number	Employee	Supervisor	Commander
Training	IA2022-0008	Dispatcher	Sergeant	Commander
<b>Deficiency</b>				
The complaint information was not e-mailed to the district on-duty supervisor and copied to the Early Identification Unit at mcso.eis@mcso.maricopa.gov. <b>(Policy GI-1.12.D.1.a. and b.)</b> <b>Note:</b> Employee was assigned to the Communications Division at the time of the deficiency.				

Division	IA Number	Employee	Supervisor	Commander
Communications	IA2022-0033	Dispatcher	Supervisor	Commander
<b>Deficiency</b>				
The complaint information was not e-mailed to the district on-duty supervisor. <b>(Policy GI-1.12.D.1.a.)</b>				

Division	IA Number	Employee	Supervisor	Commander
Communications	IA2022-0113	Supervisor	Commander	Commander
<b>Deficiency</b>				
The complaint information was not e-mailed to the district on-duty supervisor. <b>(Policy GI-1.12.D.1.a.)</b>				

Division	IA Number	Employee	Supervisor	Commander
Communications	IA2022-0120 SC2022-0097	Dispatcher	Supervisor	Commander
<b>Deficiency</b>				
The complaint information was not e-mailed to the district on-duty supervisor and copied to the Early Identification Unit at mcso.eis@mcso.maricopa.gov. <b>(Policy GI-1.12.D.1.a. and b.)</b>				

Division	IA Number	Employee	Supervisor	Commander
Communications	SC2022-0019	Dispatcher	Supervisor	Commander
<b>Deficiency</b>				
The complaint information was not e-mailed to the Early Identification Unit at mcso.eis@mcso.maricopa.gov. <b>(Policy GI-1.12.D.1.b.)</b> <b>Note:</b> Deficient employee was trainer for employee who took the initial complaint.				

Division	IA Number	Employee	Supervisor	Commander
Communications	SC2022-0037	Dispatcher	Supervisor	Commander
Deficiency				
The complaint information was not e-mailed to the district on-duty supervisor. <b>(Policy GI-1.12.D.1.a.)</b>				

Date Inspection Started: May 25<sup>th</sup>, 2022  
 Date Completed: June 1<sup>st</sup>, 2022  
 Timeframe Inspected: January 1<sup>st</sup>, 2022 – March 31<sup>st</sup>, 2022  
 Assigned Inspector(s): Sgt. R. T. Bierwalter S1263

I have reviewed this inspection report.

*Lt. Brian Arthur*

6/28/2022

Lieutenant T. Brian Arthur S1806  
 Commander/Audits and Inspections  
 Bureau of Internal Oversight

Date