

# MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight  
Audits and Inspections Unit



Complaint Intake Testing Annual Report

For Fiscal Year Ended June 30, 2023

#BI2023-0090

**Testing Program**

The Complaint Intake Testing program consists of tests completed by vendors MCSO utilizes to file fictitious complaints in person, by telephone, by mail, by e-mail, or through MCSO's website to determine Office employee adherence to MCSO Policy and Procedures as they relate to civilian complaint intake. MCSO produces an annual report on the testing program for each county fiscal year (July 1 through June 30) to be published by September 15<sup>th</sup>.

MCSO has contracted with one outside vendor to provide complaint intake testing services. This vendor conducts a sufficient amount of ongoing complaint intake testing throughout each county fiscal year for MCSO to adequately assess the complaint intake process. Currently, the vendor has been authorized to conduct a minimum of 24 tests per fiscal year. Twelve of the tests are conducted by telephone, mail, e-mail, and through MCSO's website. The remaining 12 are conducted in person at an MCSO facility. The vendor selects the type of test, when, where, and how the tests will be conducted throughout the year. The vendor conducts its testing by utilizing the methodology submitted to MCSO. The Audits and Inspections Unit (AIU) of the Bureau of Internal Oversight (BIO) can direct targeted complaint intake tests as needed. BIO did not direct any targeted complaint intake tests during the period covered by this report.

AIU inspects all complaint intake tests completed by the vendor to determine if employees are in compliance with Office Policies GH-2, *Internal Investigations*, and GI-1, *Radio and Enforcement Communications Procedures*, as follows:

- Providing civilians with appropriate and accurate information about the complaint process,
- Promptly notifying the Professional Standards Bureau upon the receipt of a complaint,
- Providing the Professional Standards Bureau with accurate and complete information, and
- Not attempting to discourage, interfere with, or delay a civilian from registering a complaint.

AIU began inspecting Complaint Intake Testing in January 2019 for tests performed during the month of December 2018. This report covers the fifth year of MCSO's inspections of Complaint Intake Testing. To ensure consistency, AIU utilizes the following *Complaint Intake Testing Matrix*:

Inspection Element	Not In Compliance	In Compliance	Total	Compliance Rate
Determine if the complaint was accepted.				
Determine if the complaint was taken in a courteous manner.				
If the complainant did not speak, read, or write in English, or was deaf or hard of hearing, determine if the complaint was accepted.				
Determine if the complaint was referred to the on-duty supervisor.				
If a supervisor was not available, verify that the employee obtained pertinent information and had a supervisor make contact with the complainant as soon as possible.				
Determine if original recordings and documents were attached to BlueTeam or sent via interoffice mail to PSB.				
Verify that the complaint was entered into BlueTeam or IAPro.				
Determine if the employee attempted to discourage, interfere or delay the complaint.				
If the alleged conduct is of a criminal nature, determine that the chain of command was notified, who then notified PSB.				
Verify that the complaint was audio and/or video recorded.				
Determine if the following minimum amount of information was obtained: <ul style="list-style-type: none"> <li>Complainant's name,</li> <li>Complainant's contact information,</li> <li>Location of the complaint occurrence, and</li> <li>Report number and deputy name, if known.</li> </ul>				
Determine if verbal or written acknowledgment was provided that the complaint was received, documented, forwarded for investigation, and that complainant would be contacted by a department representative.				
Determine if the complaint was immediately forwarded to PSB.				
Determine if the complaint notification was sent within 7 days including IA# and investigator name and contact number.				
Determine if the employee reported accurate information in the complaint.				
<b>Overall compliance for [type of] testing</b>				

In addition, the following matrix is utilized for tests initiated through the Communications Division:

Inspection Element	Not In Compliance	In Compliance	Total	Compliance Rate
Determine if the employee attempted to gather the complainant’s name and contact info, location of occurrence, report #, and name of deputy if known.				
Determine if the employee contacted the division/district supervisor and emailed the info to him/her.				
Determine if the employee e-mailed EIU.				
<b>Overall compliance for testing by Telephone via Communications Division</b>				

**Testing Methodology**

Vendor personnel (tester) perform tests of MCSO’s external complaint intake process by posing as members of the public representing various races and ethnicities and filing fictitious complaints against MCSO employees through a variety of methods: in person, by telephone, via e-mail, website or in writing.

The tester audio and/or video record their interaction with MCSO employees and document their experience on a Test Report Form. The testing process is considered complete when the Tester has received an IA number from the Professional Standards Bureau (PSB).

The following are typical test scenarios involving deputies that are based on real-life complaints, summaries of which MCSO provides to the complaint test vendors on a regular basis:

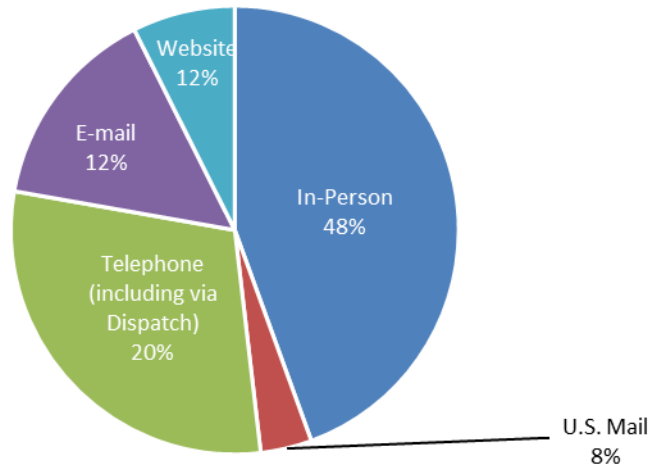
- Derogatory or unprofessional language,
- Rude or unprofessional behavior,
- Unsafe or illegal driving, and
- Parking in a handicap space/abuse of power.

**Tests Conducted**

Fiscal Year 2023 was the fifth year of the Complaint Intake Testing Inspection. Testers conducted a total of 25 tests for the 12-month period that ended June 30, 2023. The following charts illustrate the number and percentage of tests conducted broken down by type.

FY2023 Tests by Type

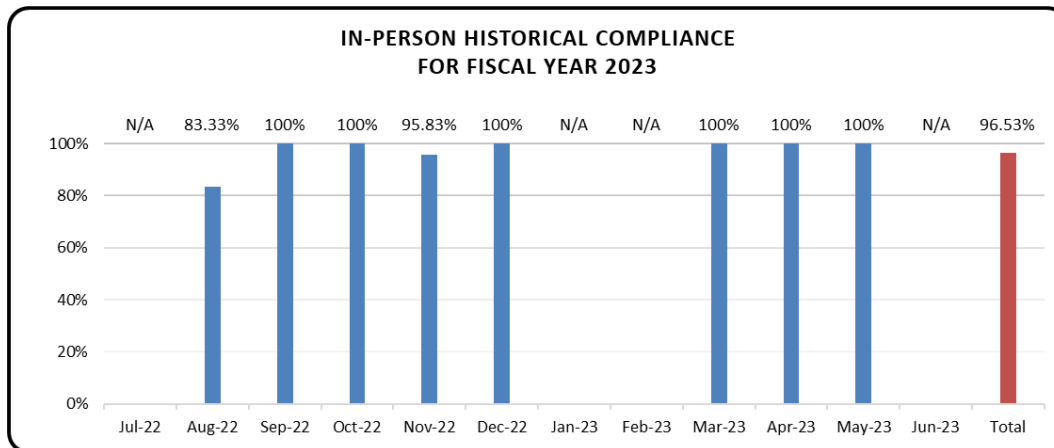
TEST TYPE	# CONDUCTED AND INSPECTED
In-Person	12
U.S. Mail	2
Telephone (including via Dispatch)	5
E-mail	3
Website	3
<b>TOTAL – FY2023</b>	<b>25</b>



**In-Person Testing:**

There were 12 In-Person Complaint Intake Tests conducted and inspected during Fiscal Year 2023. Ten of the tests resulted in an employee compliance rate of 100%; one test had a compliance rate of 66.67% and one test had a compliance rate of 91.67%. It should be noted that one of the in-person tests was also subject to Policy GI-1, *Radio and Enforcement Communications Procedures*; the tester called the MCSO non-emergency number as some patrol district lobbies were closed. The results of testing compliance with Policy GI-1 are presented in the chart **TELEPHONE VIA COMMUNICATIONS DIVISION Compliance for the FISCAL YEAR 2023** under the section **Testing by Telephone**.

The overall compliance rate for In-Person Complaint Intake Testing for Fiscal Year 2023 was 96.53%, as illustrated by the chart below:



The following is a summary of each of the 12 In-Person tests grouped by month:

#### August 2022 – 2 Tests

##### **Test #1:**

The tester posed as a Hispanic male who observed a deputy in an MCSO vehicle allegedly parked in a handicapped parking space while eating his lunch inside a restaurant. The tester went to the office of District 1 to file a complaint. The office assistant gave the tester an MCSO *Comment and Complaint Form* to complete. When the office assistant came back and told the tester she would forward the form to PSB. The tester then asked to speak to a supervisor and the office assistant said that since there was no information specifically identifying the deputy, there would be no way for her to know which supervisor. This concluded the test. Four deficiencies were noted, per Policy GH-2 the complaint should have been referred to an on-duty supervisor, the interview with the complainant should have been video and audio recorded, the complaint should have been entered into BlueTeam by District 1 staff and immediately forwarded to PSB through BlueTeam. PSB entered the complaint into BlueTeam and called the tester with the IA number and contact information for the assigned investigator three days later.

BIO followed up with District 1 through the BIO Action Form process to address the Policy GH-2 requirements that were not met. The tester commented, "I felt sort of pushed out of the sheriff's office; they were not as helpful as during other tests."

##### **Test #2:**

The tester posed as a White female, filing a complaint for her Hispanic friend, the friend approached a deputy at her apartment complex parking lot about a loose aggressive dog. The deputy allegedly made racist comments and seemed generally uncaring about the situation. The tester went to the office of District 3 to file a complaint and found the lobby door locked. She called the number posted on the door and the administrative staff who answered the phone call obtained the tester's contact information so that a supervisor could call her back. A sergeant called the tester and then came outside to take the details of the complaint. The interview was audio and video recorded by the sergeant in accordance with policy. Six days later, the tester received a phone call from PSB providing her with an IA number and the contact information for the assigned investigator. No deficiencies were noted.

#### September 2022 – 1 Test

##### **TEST #1:**

The tester posed as a Middle Eastern man who was riding his bike with friends at a park when a deputy allegedly confronted them and made derogatory comments to them based on the color of their skin. The tester went to the office of District 2 to file a complaint. The administrative assistant promptly referred the tester to an on-duty sergeant. The sergeant audio and video recorded the interview as required by policy.

The tester inadvertently gave the wrong phone number and called the district office the following day to correct it. Three days later, the tester received a phone call from PSB providing him with an IA number and the contact information for the assigned investigator. No deficiencies were noted.

The tester commented, *"I had a very pleasant experience at District 2. The receptionist greeted me, and I told her I wanted to file a complaint against one of the deputies and she took it very seriously, which I appreciated ... then I met [the sergeant] and he genuinely looked concerned about the complaint ... I explained what my complaint was and [the sergeant] was very respectful while also asking questions to get more information ... Overall, I believe this was a very nice experience and truly do believe that they took my complaint and report seriously."*

BIO followed up with the District 2 commander to notify him of the exemplary way the administrative assistant and sergeant provided customer service and exhibited thorough knowledge of Office Policy.

#### October 2022 – 2 Tests

##### **TEST #1:**

The tester posed as a Hispanic female who was dining at a restaurant and observed a deputy ask the cashier if his meal “was on the house.” The tester went to the office of District 7 to file a complaint. The administrative assistant gave the tester an MCSO *Comment and Complaint* Form to complete. The administrative assistant then referred the tester to an on-duty sergeant. The sergeant obtained the details of the complaint, as well as audio and video recorded the interview in accordance with Office Policy. The following day, PSB called the tester with an IA number and the contact information for the assigned investigator. No deficiencies were noted.

##### **TEST #2:**

The tester posed as an Asian male who observed a deputy purchasing alcohol in full uniform. The tester also observed the deputy getting into a marked black SUV with the alcohol and when the deputy saw the tester watching him, the deputy said: “What are you looking at?” The tester went to the office of District 3 to file a complaint and found the lobby door locked. The tester went back to his vehicle and called the number posted on the door and the person who answered the phone transferred him to District staff who told the tester that a sergeant would meet him in the lobby. Two sergeants came out to the lobby to take the details of the complaint. The interview was audio and video recorded by one of the sergeants in accordance with policy. Four days later, the tester received a phone call from PSB providing her with an IA number and the contact information for the assigned investigator. No deficiencies were noted.

Although there were no policy violations noted during the inspection of this test, the tester failed to record the telephone conversation that occurred at the beginning of the test. This was the tester’s first test and he mistakenly thought he was using a recorded line.

BIO followed up with the tester to attempt to determine if the call was answered by dispatch or District 3 directly, but the tester was unable to remember who answered the call. AIU also learned that EIU had not received any emails from dispatch regarding this test, indicating that it was most likely answered by District 3 directly.

#### November 2022 – 2 Tests

##### **TEST #1:**

The tester posed as a Middle Eastern male who was having issues loading his boat at a boat ramp at Saguaro Lake and the deputy drove up and rudely told him to move his vehicle. The tester went to one of the offices of Lake Patrol to file a complaint. A deputy obtained the details of the complaint, as well as audio and video recorded the interview in accordance with Office Policy. This concluded the test. One deficiency was noted, per Policy GH-2 the complaint should have been referred to an on-duty supervisor. The deputy can be seen in the video talking with a uniformed sergeant multiple times and the sergeant can also be seen giving the deputy the report number to give to the tester for reference. At no point in the video does the sergeant go out to the lobby and speak to the tester. The following day, PSB called the tester with the IA number and contact information for the assigned investigator.

BIO followed up with District 4, where the sergeant was assigned, through the BIO Action Form process to address the Policy GH-2 requirements that were not met.

**TEST #2:**

The tester posed as a Middle Eastern male who observed a deputy driving recklessly. The tester went to the office of District 4 to file a complaint. The office assistant gave the tester an *MCSO Comment and Complaint Form* to complete. The office assistant then went to get an on-duty sergeant who met the tester in the lobby. The sergeant obtained the details of the complaint and audio and video recorded the interview in accordance with Office Policy. Five days later, PSB called the tester with an IA number and the contact information for the assigned investigator. No deficiencies were noted.

December 2022 – 1 Test**TEST #1:**

The tester posed as an Eastern Asian male who was eating at a fast-food restaurant and he overheard a deputy who was also sitting in the restaurant yelling and cursing at someone on their cell phone. The tester went to the office of District 1 to file a complaint. The tester told the office assistant that he would like to file a complaint and she went and got a supervisor for him. The interview was audio and video recorded by the sergeant in accordance with policy. Four days later, the tester received a phone call from PSB providing him with an IA number and the contact information for the assigned investigator. No deficiencies were noted.

March 2023 – 2 Tests**TEST #1:**

The tester posed as a Middle Eastern male who was driving down Carefree Highway when a marked Sheriff's vehicle passed him at a rapid rate of speed. The deputy continued to drive aggressively trying to pass the vehicles in front of the tester; he may have even run a red light. The tester went to the Cave Creek District 4 office to file a complaint and it was closed. The tester called the number posted on the door. The call was first answered by an automated message and then MCSO dispatch answered. The dispatcher took the tester's information and the complainant's information and called the on-duty supervisor with the information. The dispatcher did not email the on-duty supervisor and EIU with the details of the complaint as required by Policy GI-1.

The sergeant called the tester and left a voicemail and then called the tester a second time and the tester answered. The sergeant informed the tester he was at the Anthem office and asked the tester if he would like to wait for him to drive to the Cave Creek Office and the tester agreed. The sergeant immediately drove to the Cave Creek office and took the tester's complaint. The interview was audio and video recorded by the sergeant in accordance with Office Policy. At the conclusion of the interview, the sergeant explained the process and informed the tester that the matter would be investigated. The next day, PSB called the tester with an IA number and the contact information for the assigned investigator.

BIO followed up with Communications, where the dispatcher was assigned, through the BIO Action Form process to address the Policy GI-1 requirements that were not met.



**TEST #2:**

The tester posed as a Middle Eastern male who observed a damaged vehicle running in a parking lot for an extended period of time. Just as he was about to call the Sheriff's Office to report he saw a deputy driving by so he flagged the deputy down to report the vehicle. The tester said the deputy was very rude and even accused him of having something to do with the vehicle. The tester went to District 7's office and was greeted by the administrative assistant. The tester told the assistant he would like to file a complaint; she gave him the MCSO complaint intake form and said he could fill it out in the conference room while she got a supervisor for him. An on-duty sergeant joined the tester in the conference room and took the tester's complaint. The interview was audio and video recorded by the sergeant in accordance with Office Policy. At the conclusion of the interview, the sergeant explained the process and informed the tester that the matter would be investigated. The next day later, PSB called the tester with an IA number and the contact information for the assigned investigator. No deficiencies were noted.

April 2023 – 1 Test**TEST #1:**

The tester posed as a Middle Eastern male who was with a female friend outside a camping store discussing what the fastest way to get to Lake Pleasant would be. The friend saw a deputy in the parking lot approaching them, so she asked the deputy for driving directions. The deputy laughed at the female and asked the tester if he could please translate as he could not understand her accent. It should be noted that the female was of Chinese descent. The tester went to District 2's office and was greeted by the administrative assistant. The tester told the assistant he would like to file a complaint; the assistant asked him to wait a minute while she went and got the on-duty supervisor for him. An on-duty sergeant joined the tester in the lobby and took the tester's complaint. The interview was audio and video recorded by the sergeant in accordance with Office Policy. At the conclusion of the interview, the sergeant explained the process and informed the tester that the matter would be investigated. The next day, PSB called the tester with an IA number and the contact information for the assigned investigator. No deficiencies were noted.

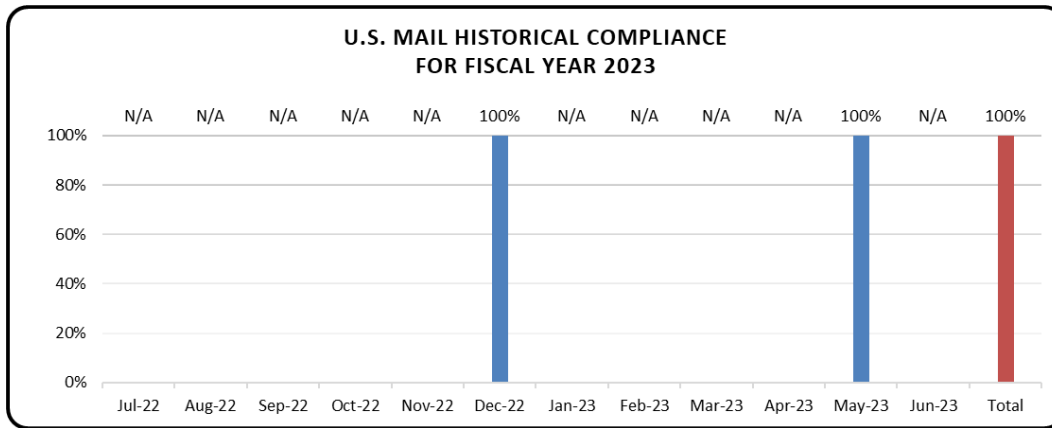
May 2023 – 1 Test**TEST #1:**

The tester posed as a Hispanic female who was pulled over by a deputy. Per the tester, the deputy never told her why she was being stopped and was very unprofessional when speaking to her and her friends. The deputy even looked into the vehicle and asked if there were drugs in the vehicle. The tester went to the Lake Patrol office and was let in by the on-duty supervisor. The lieutenant attempted to audio and video the interview, but due to a technical issue, only approximately 10 seconds were recorded. The lieutenant was unaware that the video had stopped recording due to an incoming call on his cell phone. At the conclusion of the interview, the lieutenant explained the complaint intake process and informed the tester that the matter would be investigated. Later that same day, PSB called the tester with an IA number and contact information for the assigned investigator. No deficiencies were noted. The tester also had concerns about the complaint possibly being recorded on a personal cell phone as she was not told if the phone was a work phone or not.

BIO followed up with Lake Patrol Captain regarding the use of the cell phone and the technical issue and he addressed this via email to the deputies.

**Testing by U.S. Mail:**

There were two U.S. Mail Complaint Intake Tests conducted and inspected during Fiscal Year 2023. The compliance rate for both tests was 100%, as illustrated by the following chart:



The following is a summary of both the U.S. Mail tests grouped by month:

December 2022 – 1 Test

The tester sent a letter by U.S. mail addressed to PSB at the Sheriff’s Office Headquarters complaining that a deputy made rude comments about her friend and did not take her concerns for her friend's safety seriously. The tester was at a party that was broken up by the deputy and she expressed concern for a friend whose husband was very intoxicated and had been abusive to her friend in the past. PSB received the letter five days after the tester mailed it and entered the complaint in BlueTeam the same day. Later that day, the tester received a letter electronically (since no return address was provided by the tester) from PSB providing her with an IA number and the contact information for the assigned investigator. No deficiencies were noted.

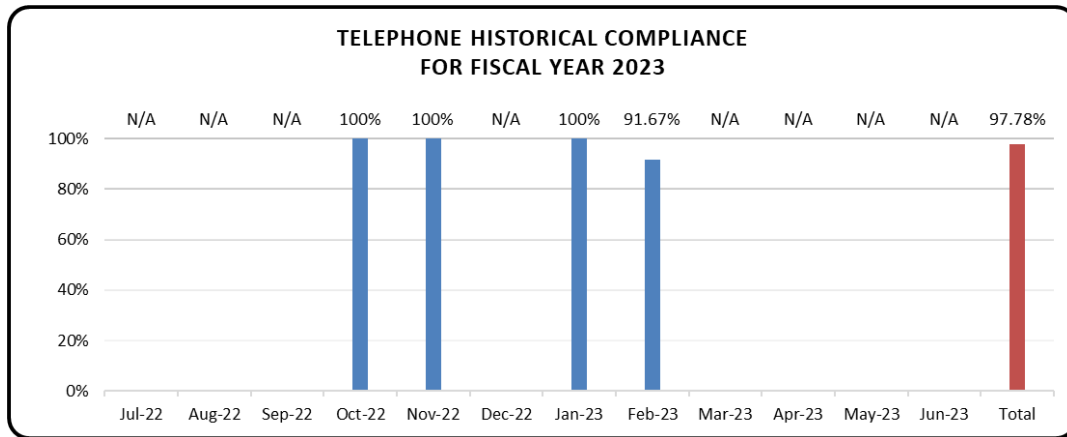
May 2023 – 1 Test

The tester sent a letter by U.S. mail addressed to PSB at the Sheriff’s Office Headquarters complaining that a deputy pulled their boat over at Lake Pleasant and was very aggressive and rude. The deputy asked everyone on the boat for their IDs and said he would be watching them. The tester stated that they felt targeted by the deputy as they were all Latino. PSB received the letter eight days after the tester mailed it and entered the complaint in BlueTeam the same day. Later that day, the tester received a letter electronically (since no return address was provided by the tester) from PSB providing her with an IA number and the contact information for the assigned investigator. No deficiencies were noted.

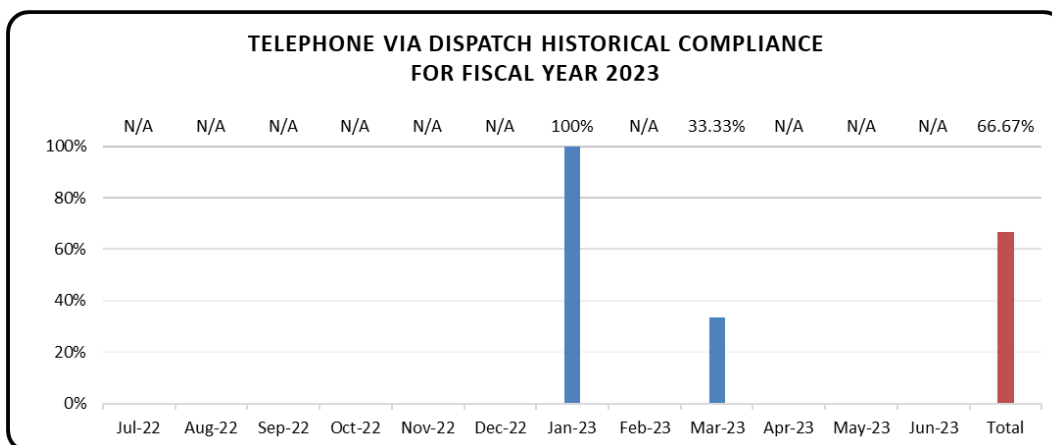
**Testing by Telephone:**

There are different ways in which a complaint may be filed via telephone—through Dispatch or directly to the patrol district, PSB, or another division of MCSO. There was a total of four Telephone Complaint Intake Tests conducted and inspected during Fiscal Year 2023. One of those tests was initiated through the Communications Division by telephone and are discussed in the paragraphs below. As previously stated in the **In-Person Testing** section above, one In-Person test (March 2023) was initiated by telephone through the Communications Division for an annual total of two Telephone Tests Via Dispatch. The following diagram illustrates the relationship between In-Person tests and Telephone tests that also involved the participation of Communications Division personnel:

The following chart represents MCSO employees’ monthly and overall compliance rating with Office Policy GH-2, *Internal Investigations*. The overall compliance rate for Fiscal Year 2023 was 97.78%.



The following chart represents the Communications Division’s monthly and overall compliance rating with Office Policy GI-1, *Radio Enforcement Communications Procedures*. The overall compliance rate for Fiscal Year 2023 was 66.67%.



The following is a summary of each of the five Telephone tests grouped by month:

October 2022 – 1 Test

The tester posed as a female who observed a deputy who was called to an apartment building for a noise complaint against her neighbors being rude to them. The tester overheard the deputy make a racial slur under his breath as he left. The tester called the MCSO toll-free 24-hour hotline number to file a complaint. A PSB employee answered the call and recorded the conversation as required by policy. The complaint was entered into BlueTeam the same day. The following day, the tester received a phone call from PSB providing her with an IA number and the contact information for the assigned investigator. No deficiencies were noted.

November 2022 – 1 Test

The tester posed as a female who was almost hit by a deputy making a left-hand turn at a red light. The tester said the deputy was driving very aggressively and brake-checking her after the initial incident. The tester called PSB to file her complaint. The phone call was answered by a PSB employee who recorded the conversation as required by Policy and

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entered the complaint in BlueTeam the same day. Six days later, the tester received a phone call from PSB providing her with an IA number and the contact information for the assigned investigator. No deficiencies were noted.

#### January 2023 – 1 Test

The tester posed as a female who was in a coffee shop in District 7 when a deputy came in on his cell phone yelling and cursing at whoever was on the other end of the call. The deputy's behavior made the tester and others in the coffee shop very uncomfortable. The tester first called the MCSO non-emergency dispatch phone number to file a complaint. The dispatcher who answered the call gathered information about the complaint as well as the tester's name and contact information. Then, the dispatcher e-mailed the on-duty supervisor and the Early Identification Unit in accordance with Policy GI-1. The on-duty supervisor attempted to contact the tester three times to confirm the details of the complaint but the calls would not go through; he then entered the complaint into BlueTeam in accordance with policy. The following day, the tester saw that she had three missed calls from a blocked number she called the non-emergency line again and the dispatcher transferred her to PSB where she was told her complaint had been entered into the system and she would be contacted with an IA number. Four days later, the tester received a phone call from PSB providing her with the IA number and contact information for the assigned investigator.

BIO contacted the vendor regarding the blocked calls to determine what could be done in the future to ensure this does not happen again.

#### February 2023 – 1 Test

The tester posed as a female who was parked in the parking lot of a park with her husband when a deputy rapidly drove up to their vehicle and aggressively came over to talk to them. The tester said that the deputy started asking them what they were doing and where they had been. The deputy then asked the tester's husband questions that seemed very rude and racially motivated such as "Are you from the States?" The tester's husband is from Ghana so he has dark skin. The deputy asked for their names before leaving the scene. The tester called the District 3 phone number which initially was answered by an automated message and then by the administrative assistant. The tester stated she would like to file a complaint. The assistant advised the tester that she could file the complaint online. The tester then asked to talk to someone about placing the complaint and the assistant placed her on a brief hold before transferring her to the on-duty sergeant. The on-duty sergeant recorded the phone call as required by policy and entered the complaint in the BlueTeam system the same day. Four days after the initial call, the tester received a phone call from PSB providing her with an IA number and the contact information for the assigned investigator.

One deficiency was noted, per Policy GH-2 the complaint should have been referred immediately to an on-duty supervisor.

BIO followed up with District 3, where the administrative assistant was assigned, through the BIO Action Form process to address the Policy GH-2 requirements that were not met.

#### March 2023 – 1 Test

For the Complaint Intake Test conducted by Telephone in the month of March 2023, MCSO employee compliance with Policy GH-2, *Internal Investigations* was 100%, as indicated in the first graph under this report section. This test was initiated through the Communications Division and resulted in an employee compliance rate of 33.33% with MCSO Policy GI-1, *Radio and Enforcement Communications Procedures*, as shown in the second graph under this report section.

The complaint alleged that a deputy was driving very fast and aggressively on Cave Creek Road and may have even run a red light. The tester went to District 4's Cave Creek district office to file a complaint. The lobby was closed so the tester called the number posted on the doors, which was the MCSO non-emergency number. The dispatcher gathered information about the complaint as well as the tester's name and contact information. The dispatcher then called the

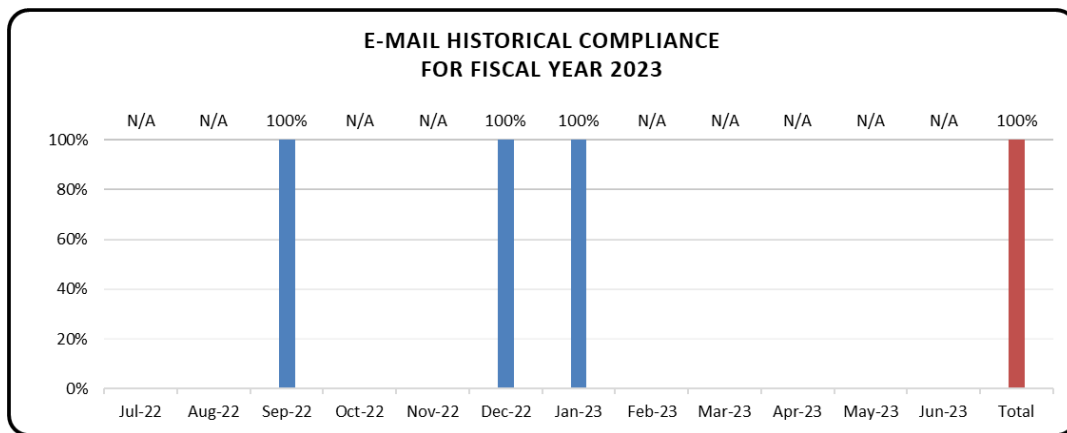
patrol district and passed on the tester’s contact information to the on-duty supervisor. The dispatcher did not email the on-duty supervisor in the patrol district or copy the Early Identification Unit in accordance with policy. The patrol district’s on-duty sergeant returned the tester’s call and went to the district office to take the complaint, then explained the complaint intake process. The tester received a phone call from PSB the following day providing her with an IA number and the contact information.

Two deficiencies were noted, per Policy GI-1 the dispatcher should have emailed the complaint details to the on-duty supervisor and copied the Early Identification Unit.

BIO followed up with the Communications Division through the BIO Action Form process to address the two Policy GI-1 requirements that were not met.

**Testing by E-mail:**

There were three E-mail Complaint Intake Tests conducted and inspected during Fiscal Year 2023. All three of the tests resulted in an employee compliance rate of 100%. The overall compliance rate for Complaint Intake Testing by E-mail for Fiscal Year 2023 was 100%, as illustrated by the following chart:



The following is a summary of each of the three E-mail tests grouped by month:

September 2022 – 1 Test

The tester e-mailed PSB directly. According to the tester’s e-mail, the complainant observed a deputy allegedly being rude and inconsiderate in his communication with family members of an accident victim. The same day, the tester received an e-mail from PSB containing the IA number and contact information for the assigned investigator. No deficiencies were noted.

December 2022 – 1 Test

The tester e-mailed PSB directly. According to the tester’s e-mail, the complainant observed two men walking between vehicles and looking inside the vehicles. When the tester alerted a deputy to the men she alleged that the deputy was rude and dismissive to her. Four days later, the tester received a response from PSB with the IA number and contact information for the assigned investigator. No deficiencies were noted.

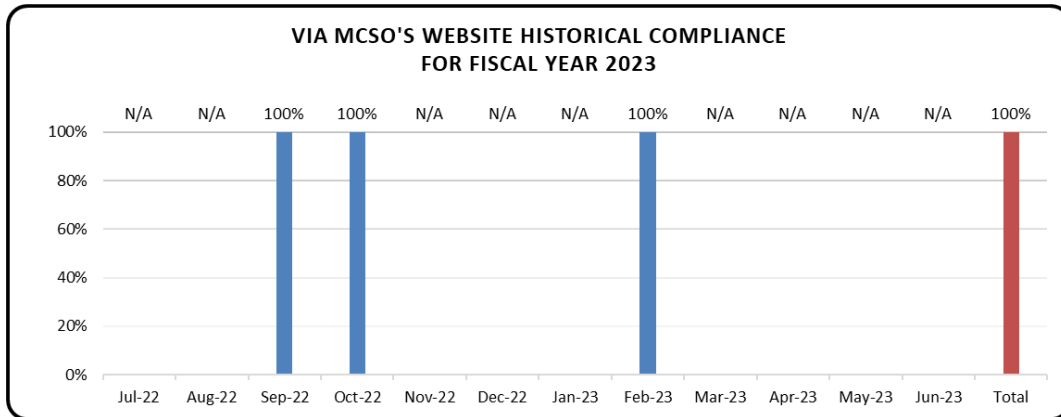
January 2023 – 1 Test

The tester emailed PSB directly. According to the tester’s e-mail, the complaint alleged that a deputy was extremely rude, dismissive, and yelled at the tester when she flagged him down for assistance with her neighbor regarding a property line dispute and fence being built; the neighbor had also threatened her with physical harm. Five days later, the

tester received a response from PSB with the IA number and contact information for the assigned investigator. No deficiencies were noted.

**Testing Online via MCSO’s Website:**

There were three Online Complaint Intake Tests conducted and inspected during Fiscal Year 2023. All three resulted in an employee compliance rate of 100%. The overall compliance rate for Complaint Intake Testing Online via MCSO’s Website for Fiscal Year 2023 was 100%, as illustrated by the following chart:



The following is a summary of each of the three Online tests grouped by month:

September 2022 – 1 Test

The tester posed as a female who was eating at a restaurant and observed a deputy yelling and making racially insensitive remarks to the Hispanic staff. The tester filed the complaint through the MCSO website at [www.mcso.org/i-want-to/share-comments-or-complaints](http://www.mcso.org/i-want-to/share-comments-or-complaints). Later the same day, the tester received an e-mail response from PSB with an IA number and the name and contact information of the assigned investigator. No deficiencies were noted.

The tester did not receive a copy of the complaint after checking the box to have a copy emailed to her. AIU followed up with MCSO’s IT Department to see if the tester entered the correct return e-mail address and to see if a copy of the automatically generated system response could be retrieved. The correct e-mail address was entered but the system response could not be confirmed. AIU also followed up with the tester to verify that the e-mail response did not go to the tester’s spam folder undetected. The tester indicated that she checked all e-mail folders and could not find an automatically generated e-mail response from MCSO. MCSO’s IT Department submitted a test complaint through the MCSO website and received a submission message. However, in the case of PMR Test #111, it could not be determined if an auto-generated e-mail response was sent or the reason why one might not be sent.

October 2022 – 1 Test

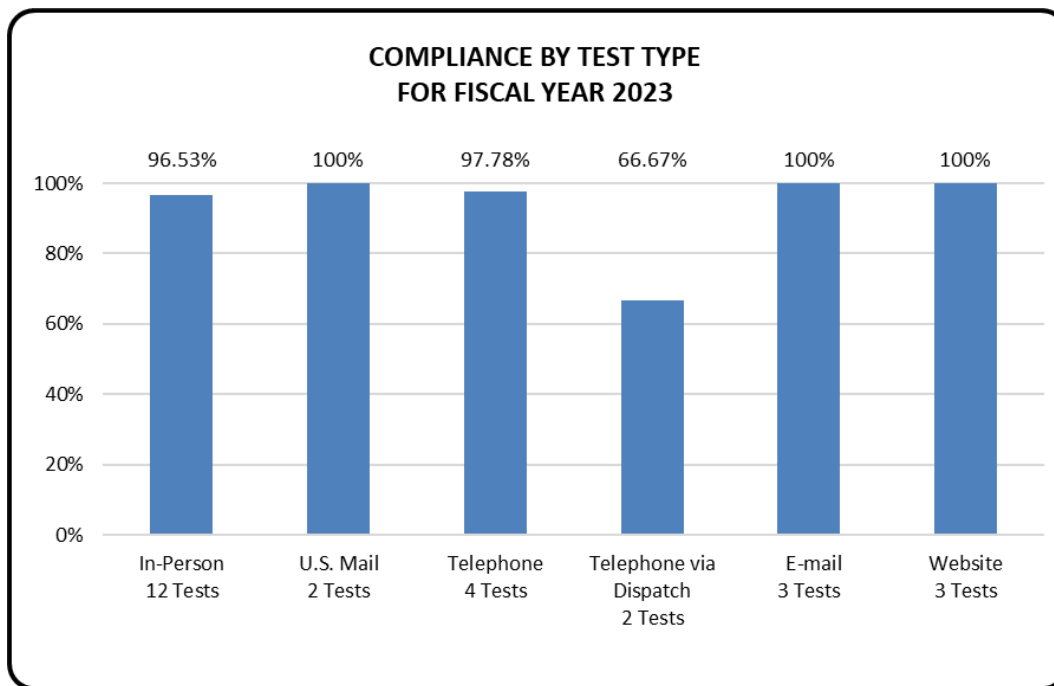
The tester posed as a female who was almost hit by a deputy as he was pulling out of a parking lot in front of her while he was on his cell phone. The tester said she honked at the deputy who then proceeded to pull her over and yell at her for honking at him and told her she should be driving more carefully. The tester filed the complaint through the MCSO website at [www.mcso.org/i-want-to/share-comments-or-complaints](http://www.mcso.org/i-want-to/share-comments-or-complaints). Three days later, the tester received an e-mail response from PSB with an IA number and the name and contact information of the assigned investigator. No deficiencies were noted.

**February 2023 – 1 Test**

This tester posed as a female who observed a deputy throwing a fast food restaurant wrapper out of their vehicle onto the ground rather than in the garbage containers that the restaurant provided. The tester filed the complaint through the MCSO website at [www.mcso.org/i-want-to/share-comments-or-complaints](http://www.mcso.org/i-want-to/share-comments-or-complaints). Later that day, the tester received an e-mail response from PSB with an IA number and the name and contact information of the assigned investigator. No deficiencies were noted.

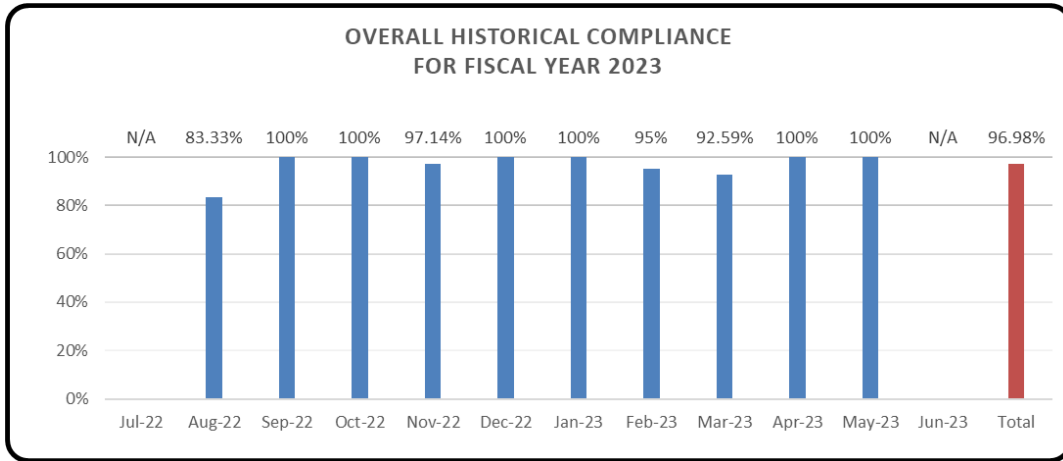
**Compliance by Test Type**

Below is a chart illustrating the overall compliance rate and the number of tests by type for each method of testing for Fiscal Year 2023:



**History of Overall Compliance:**

Below is a chart illustrating the overall compliance rate by month for Fiscal Year 2023:



**Conclusion**

MCSO and the testing vendor maintained a good working relationship through timely communication, respectful dialogue, and proactive problem-solving. These key elements are responsible for the low number of challenges that the Complaint Intake Testing Program has faced this fiscal year.

I have reviewed this annual report.

Lt. Brian Arthur S1806  
 Lieutenant T. Brian Arthur S1806  
 Commander, Audits and Inspections Unit  
 Bureau of Internal Oversight

9/5/23  
 Date