

# MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



**Computer Aided Dispatch (CAD) and Alpha Paging**

**Fourth Quarter 2019 Inspection**

Inspection # BI2019-0178

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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 quarterly 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 5 randomly selected days for the month for quarter being inspected. To ensure consistent inspections, the *CAD/Alpha Paging Inspection Matrix* developed by the AIU will be utilized.

**Compliance Objectives:**

During the fourth quarter for 2019, a random sample of 15 days per quarter (which equates to a total of 5 samples per month for each of the three months). A random sample 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.

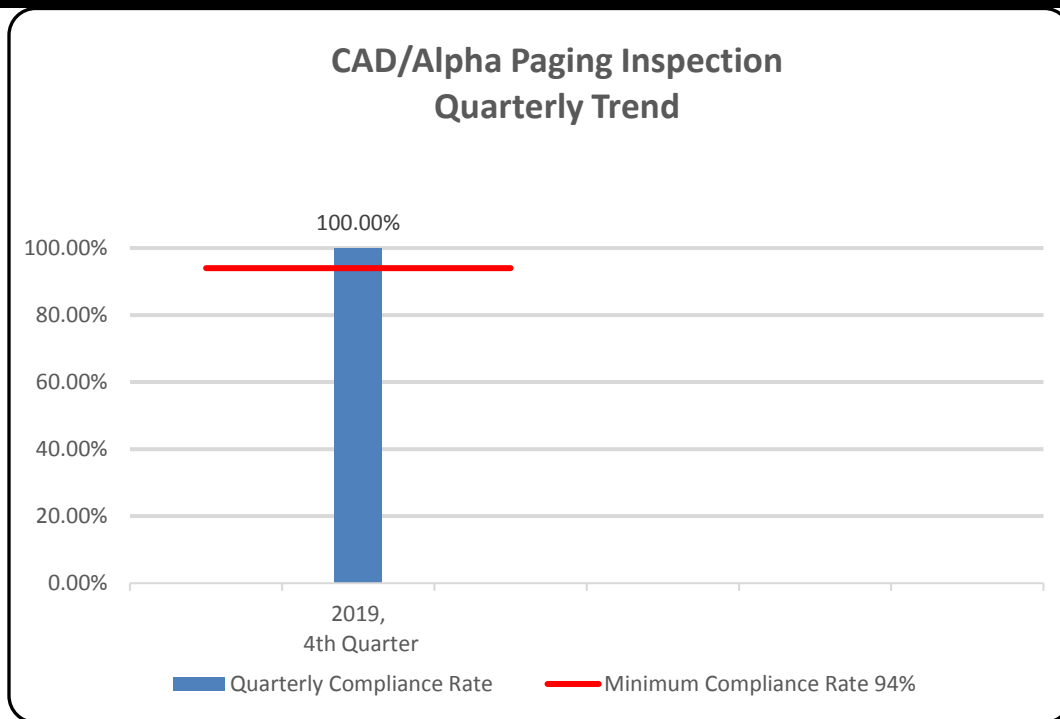
**Criteria:**

- MCSO Policy GM-1, *Electronic Communication, Data and Voicemail*
- MCSO Policy CP-2, *Code of Conduct*
- MCSO Policy CP-3, *Workplace Professionalism: Discrimination and Harassment*
- MCSO Policy CP-8, *Preventing Racial and Other Biased-Based Profiling*

**Conditions:**

Collectively there were a total of **63,224** CAD and Alpha Paging messaging entries (63,190 CAD and 34 Alpha Paging) sampled which were transmitted by MCSO personnel during the selected dates available for inspection.

The inspection found that 63,224 or **100%** of the inspected CAD and Alpha Paging messaging entries were in compliance with Office Policies GM-1 *Electronic Communications, Data and Voice Mail*, CP-2 *Code of Conduct*; CP-3, *Workplace Professionalism: Discrimination and Harassment*; and CP-8, *Preventing Racial and Other Biased-Based Profiling*.



\*The 4<sup>th</sup> Quarter of 2019 was the first quarter for the new quarterly Email Inspection, a twelve-month trend of compliance will be included as the data becomes available.

**Action Required:**

With the resulting 100% compliance for Inspection *BI2019-0178*, no BIO Action Forms are required.

**Recommendations:**

It is recommended that supervisors continue to provide mentoring to employees in:

- The contents of MCSO Policy GM-1, *Electronic Communication, Data and Voicemail*.
- MCSO Policies CP-2, *Code of Conduct*, CP-3, *Workplace Professionalism: Discrimination and Harassment*, 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.

**Notes:**

All supporting documentation (working papers) is included in the inspection file number *BI2019-0178* and contained within IA Pro.

Date Inspection Started: November 1, 2019  
Date Completed: January 13, 2020  
Timeframe Inspected: Fourth Quarter 2019  
Assigned Inspector(s): Maria De La Cruz B4608

I have reviewed this inspection report.

Sgt. R. Levy S1881

1/27/2020

Sgt. Rob Levy S1881  
Acting Commander, Audits & Inspections Unit  
Bureau of Internal Oversight

Date