

# MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



**March 2018 Detention Facility and Property Inspection**

Inspection Report# BI2018-0030

The Audits and Inspections Unit (AIU) of the Sheriff's Office Bureau of Internal Oversight (BIO) will conduct Detention Facility and Property Inspections on a bimonthly basis. The purpose for this inspection is to ensure compliance with Office Policies and to promote proper handling of Property and Evidence. To achieve this, inspectors will select for an on-site inspection one of the MCSO detention facilities and conduct an inspection using the *Detention Facility and Property Inspection Matrix* developed by the AIU.

### **Matrix Procedures:**

Because of the size and complexity of the various jails and other large detention facilities, when large facilities are selected for inspection, the inspectors may randomly select up to five areas of the selected jail or large detention facility for inspection. On the day of the inspection, using the "QueTel" Property and Evidence tracking system, a current printout of all outstanding Property and Evidence records for the facility being inspected will be obtained.

### **Criteria:**

CP-2, *Code of Conduct*, paragraphs: 11.A, 12.C  
CP-6, *Blood Borne Pathogens*, paragraphs: 5.C, 6.A, 9, 11.B.3, 11.C, 12.B, 11.C.  
CP-9, *Occupational Safety Programs*, paragraphs: 1.B.1.b and 1.D.1.  
DA-2, *Inspection and Testing of Emergency Equipment*, paragraph: 1.  
DB-1, *Inmate Custody Records and Files*, paragraph: 7  
DB-2, *Operations Journal and Logbooks*, paragraph: 1 and 2  
DC-1, *Inmate Canteen*, paragraph: 2  
DC-2, *Accountability of Monies and Negotiable Instruments*, paragraph: 1  
DC-3, *Facility Safes*, paragraph: 6.A  
DD-2, *Inmate Property Control*, paragraphs: 1.A and 1.E  
DG-4, *Kitchen Security and Knife/Utensil Control*, paragraphs: 2.A and 2.B  
DH-2, *Control Rooms and Security Equipment*, paragraph: 2.B and 2.B.2  
DH-4, *Tool Control*, paragraphs: 1, 1.F, 2  
DH-5, *Key Control*, paragraph: 1  
DH-6, *Inmates Supervision, Security Walks, and Headcounts*, paragraph: 5  
DL-2, *Jail Inspections*, paragraph: 2.A1  
DL-3, *Inmate Hygiene*, paragraph: 3.B  
DO-2, *Release Process*, paragraph: 1.B.9  
GA-3, *Operations Manual Format*, paragraphs: 1.A and 1.A.3  
GC-9, *Personnel Records and Files*, paragraphs: 4.B.2, 5, 12.B  
GD-1, *General Office Procedures*, paragraphs: 11.A thru D  
GD-4, *Use of Tobacco Products*, paragraph: 1.A  
GD-14, *Access to Secured Office Buildings*, paragraphs: 2.A  
GD-15, *Emergency Evacuation Plans*, paragraphs: 1, and 2.F  
GF-3, *Criminal History Record Information and Public Records*, paragraphs: 2.K.2 and 2.K.3  
GF-4, *Office Reports*, paragraph: 11.B.2  
GG-2, *Training Administration*, paragraphs: 3.D  
GE-3, *Property Management*  
GJ-4, *Evidence Control*

### **Conditions:**

On **March 14, 2018** a Detention Facility and Property inspection was conducted for the **Towers Jail**. The Towers Jail is located at 3127 W. Gibson Lane, Phoenix AZ 85009. Currently, Towers Jail primarily houses medium security pretrial inmates. The Towers Jail also houses fully sentenced inmates that participate in the Inmate Labor Detail program, as well as those who have been designated as Non-Working Inmates. Towers Jail also has a designated housing area that is

dedicated to house pre-trial inmates who are military veterans. When the Tents Jail was decommissioned, the assigned staff and the corresponding animal residents of the MCSO Animal Safe Haven (MASH) II were transferred to the purview of the Towers Jail. At the time of the inspection, the MASH II census included 2 colts, 1 mare, 5 geldings, and 2 stallions. The animals in the MASH II unit are animals that have been seized during the conduct of criminal investigations by MCSO investigators. When circumstances allow, these animals may be placed for adoption when the criminal cases are completed.

The Towers Jail is currently staffed by 87 detention officers, 3 Field Training Officers (FTOs), 1 Office Assistant, and 16 supervisors (Sergeants, Lieutenants, and a Captain). At the time of the inspection, the Towers Jail was housing 937 inmates, including 893 pretrial inmates and 44 fully sentenced inmates.

Upon the arrival to the Towers Jail, the AIU inspection team was met by the executive lieutenant. A short informal in-brief with the executive lieutenant, the Facility Maintenance Officer (FMO), and the AIU inspectors was conducted in the jail's administration office. After the brief, the inspection team and escorts broke up into 4 separate groups in order to more efficiently conduct the inspection and to reduce the time jail staff was diverted from their duties. The escorts included the executive lieutenant, the shift 1 commander, the FMO, and the shift 1 FTO.

### **Section 1 Administration/Supervision:**

The escorting personnel, as well as other staff on duty, expeditiously provided every document that was requested, answered all questions posed, and indicated where files, documents, and records were stored and the standards governing their safekeeping and retention.

During the inspection, **three** areas were found to be noncompliant with the requirements in this section of the inspection. The first item noted involves tool control. The inspection team was informed that the Towers Jail had recently "inherited" the space and tools previously used to maintain the now dismantled Con-Tents. Along with a newly assigned FMO, these factors have contributed to the Towers Jail not having an accurate Tool Inventory Logbook and a reliable tool control process. Paragraph 1 of Policy DH-4 requires that the tool control officer (for Towers Jail, it is the FMO), among other things, is responsible for "*Maintaining an accurate record of all new, damaged, or destroyed tools*" and for "*Conducting a daily inspection of tools and equipment.*" Based on the observations of the inspection team, this requirement is not being met.

It is recommended that Command Staff direct sufficient resource to conduct a thorough and complete inventory of all tools at the Towers Jail, properly disposed of excess and/or unnecessary tools, establish a Tool Inventory Logbook, and implement procedures and protocols that will ensure proper tool accountability as outlined in Policy DH-4, *Tool Control*.

The second and third items noted for this section of the inspection are that safety inspections of emergency equipment were not documented and that an Emergency Equipment Inspection Log Book was not being maintained. Based on the observations of the inspection team, contributing factors for these deficiencies are the newness of the FMO to this assignment and his unfamiliarity with all the requirements associated with the proper inspections of emergency equipment, as well as the standards governing maintenance of emergency equipment.

It is recommended that Command Staff take the necessary steps to ensure that responsible staff receive adequate training and become knowledgeable of the contents of policies CP-6, DA-2, and any other relevant policies. Additionally, an emergency equipment inspection program should be developed and implemented, and an Emergency Equipment Inspection Log Book is created and maintained. These actions should ensure compliance with the requirement of the applicable policies and ensure that in the event of an emergency at the jail, emergency equipment will be ready for use.

**Section 2 Facility:**

The facility was clean and presented a professional environment. All doors were secured and our movement throughout the buildings was restricted by locked doors that required access from the Towers Jail Security Control or through key access from our escorts. **All areas that were inspected were in compliance with the inspection requirements of this section.** The Officers on duty were professional in their demeanor. They were courteous and patient as they answered various questions and facilitated access to the secure spaces within their control. This was done without compromising their primary duty of providing for the safety and wellbeing of inmates, officers, medical staff, and inspectors. During the inspection team's movement throughout the facility, we had the opportunity to observe the movement of inmates as they were being escorted to and from various locations within the jail. The inmates were courteous to escorting staff and inspection team members. Escorting Officers clearly communicated control of their charges in a calm, courteous, and professional manner.

**Section 3 Property and Evidence:**

During the inspection, **one** area was found to be noncompliant with the requirements in this section of the inspection. The day of this inspection, the "QueTel" Property and Evidence tracking system indicated that the Towers Jail had 2 items listed in their report. When the inspection was conducted, one additional item of property had been properly impounded with supporting documentation and was awaiting transfer to the MCSO Property Management division. The inspectors noted that the lockers that are used to store impounded property and/or evidence awaiting transfer to the MCSO Property Management division were located in a hallway. Policy GE-3, *Property Management and Evidence Control*, paragraph 6.B. requires that "*Employees requiring access to the lockers or storage room shall go to the division commander, or his designee. Only the division commander, or his designee, shall have access to the lockers or storage rooms.*" During the out brief with the executive lieutenant, the inspection team suggested that these lockers could be moved into a room that, at the time of the inspection, was being used to store miscellaneous items. The suggestion was positively received.

On Thursday March 15, 2018, the Towers Jail executive officer reported that the property lockers had been relocated to the previously mentioned storage room. Although full credit is to be given to command staff for the prompt action taken to address this deficiency, the discrepancy is still part of the inspection findings and is included in the inspection report.

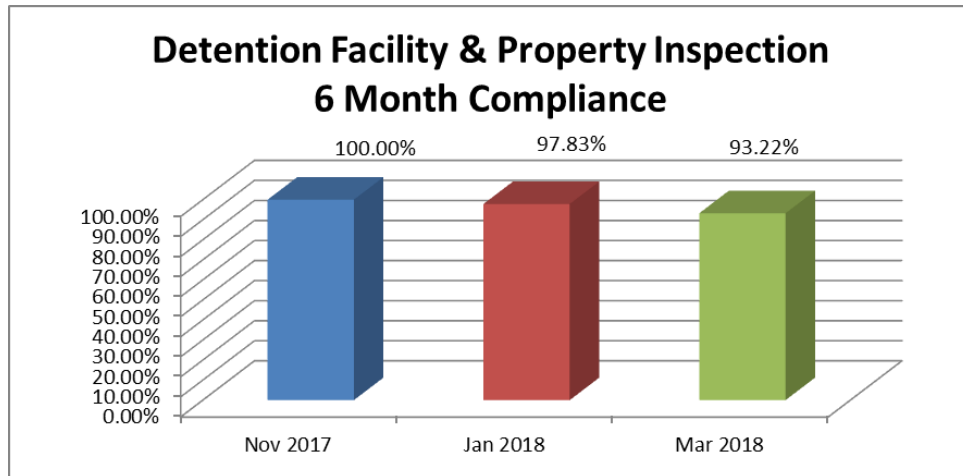
**Additional Observation:**

Throughout the visit, the inspectors were granted full access to office spaces, storage rooms, cabinets, desk drawers and any other containers found. At the time of the visit, the inspectors were not able to access one locked storage cabinet in the Security Control room or the employee lockers. After the inspectors had departed the facility, jail command staff was able to gain access to the locked cabinet in Security Control and reported that the contents included coffee making supplies and did not contain items of property and/or evidence. *It should be clarified that the inability to access employee lockers does not constitute a policy violation. The inspection team attempts to access all areas within a division, but policy does not state personnel cannot have personal lockers secured and inaccessible to others.* The inspectors were advised that jail command submitted a purchase order several weeks ago to purchase locks that when received will alleviate the access situation with employee lockers.

During the inspection, no evidence was discovered indicating that MCSO, county facilities and/or equipment were being used in a manner that discriminates or denigrates anyone on the basis of race, color, national origin, age, religious beliefs, gender, culture, sexual orientation, veteran status, or disability, or that property and/or evidence is being mishandled. Additionally, there were no indicators observed that would indicate that sensitive, protected, or confidential information and/or records are being mishandled or disposed of improperly.

The inspection resulted in **93.22%** overall compliance with the inspection requirements.

Below is the six month historical comparison of compliance rates for Detention Facility and Property inspections.



#### Recommendations:

To ensure continued compliance with policy, and in order to improve the documenting of daily activities, it is recommended that:

- Continued mentoring for all supervisory levels should be provided in order to ensure the proper documenting of activities and the completeness of appropriate tracking systems (log books, checklists, Blue Team...).
- Continue to reinforce to all staff, the importance of properly accounting, safeguarding, documenting, and processing found property in accordance with current policy.
- The importance of formal and informal training & learning should be continuously emphasize for all officers and supervisors in order to ensure continued proficiency with requirements outlined in Office policy.

#### Action Required:

With the resulting 93.22% compliance, Inspection *BI2018-0030* requires **1** BIO Action Form addressing the four deficiencies identified during the inspection and documented in this report. **The form shall be completed utilizing Blue Team.**

#### Notes:

All supporting documentation (working papers) is included in the inspection file number *BI2018-0030* and contained within IA Pro.

Date Inspection Started: March 13, 2018  
Date Completed: March 26, 2018  
Timeframe Inspected: March 13-14, 2018  
Assigned Inspector: Sgt. M. Rodriguez A9047

I have reviewed this inspection report.

Larry Kratzer S1520  
Lieutenant Larry Kratzer S1520  
Commander, Audits & Inspections Unit  
Bureau of Internal Oversight

3/26/2018  
Date