

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



Computer Aided Dispatch (CAD) and Alpha Paging

April 2019 Inspection

Inspection # BI2019-0049

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 April 2019 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:

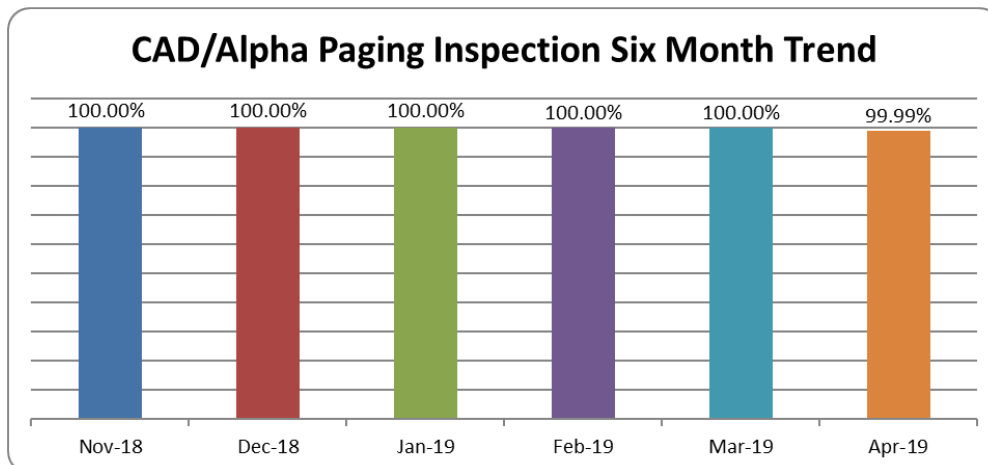
- MCSO Policy CP-2, *Code of Conduct*
- MCSO Policy CP-3, *Workplace Professionalism: Discrimination and Harassment*
- MCSO Policy CP-8, *Preventing Racial and Other Biased-Based Profiling*
- MCSO Policy GM-1, *Electronic Communication, Data and Voicemail*

Conditions:

Collectively there were a total of **17,431** CAD and Alpha Paging messaging entries (*17,423 CAD and 8 Alpha Paging*) sampled which were transmitted by MCSO personnel during the selected dates available for inspection.

The inspection found that 17,430 or **99.99%** 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*.

Below is the six-month historical comparison of compliance rates for the CAD/Alpha Paging.



During the review of the CAD/Alpha Paging records, the below listed employee was found to have sent a CAD message that may not be in compliance with MCSO Policy GM-1, *Electronic Communication, Data and Voicemail*.

Employee	Division	Commander	Message #	Perceived Deficiency
Deputy	5056-District VI	Captain	3395523	Message sent included unprofessional wording

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.

Action Required:

With the resulting **99.99%** compliance for Inspection *BI2019-0049*, a total of **1** BIO Action Form is requested from the affected division. **The form shall be competed utilizing Blue Team.**

Notes:

All supporting documentation (working papers) is included in the inspection file number *BI2019-0049* and contained within IA Pro.

Date Inspection Started: April 02, 2019
Date Completed: May 16, 2019
Timeframe Inspected: April 1-30, 2019
Assigned Inspector(s): Ronda Jamieson B3178

I have reviewed this inspection report.

Lt. D. Reaulo S1678

5/20/2019

Lt. D. Reaulo S1678
Commander, Audits & Inspections Unit
Bureau of Internal Oversight

Date