

MARICOPA COUNTY SHERIFF'S OFFICE
Computer Aided Dispatch (CAD) and Alpha Paging



Audits and Inspections Unit
Bureau of Internal Oversight
Inspection Report
July 28, 2016
Inspection #BI2016-0076

MARICOPA COUNTY SHERIFF'S OFFICE

Memorandum



Joseph M. Arpaio, Sheriff

To: Lt. R. Morris S1014
Audits and Inspections Unit Commander
Bureau of Internal Oversight

From: Sgt. M. Rodriguez A9047
Audits and Inspections Unit
Bureau of Internal Oversight

Subject: Summary of Findings Report
July, 2016
Computer Aided Dispatch (CAD) and Alpha
Paging Messaging Inspection BI2016-0076

Date: 7/28/16

The Bureau of Internal Oversight (BIO), Audits and Inspections Unit (AIU) will conduct inspections of the Computer Aided Dispatch (CAD) and Alpha Paging Systems on an ongoing basis. The purpose for the inspections is compliance with Office Policies, promote proper supervision, and support compliance with the Melendres Order. 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:

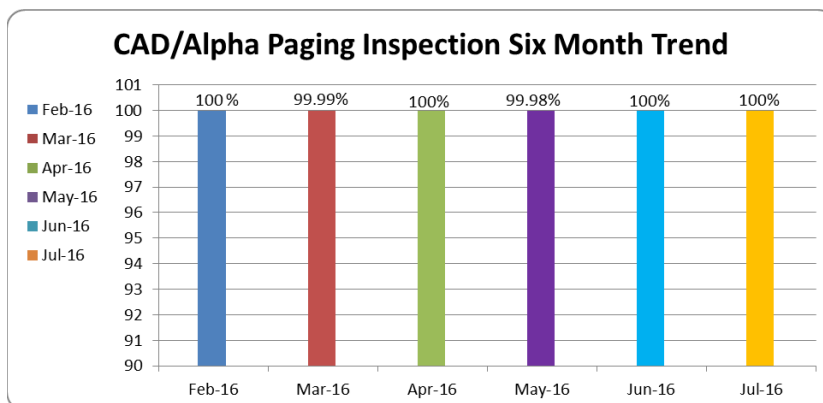
A random sample containing ten of the thirty-one days from the month of July, 2016 was generated using a research randomizing program, www.Randomizer.org. The Alpha Paging messages transmitted by the MCSO during the selected inspection dates were provided to the AIU by the MCSO Technology Bureau in an 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*
- MCSO Policy CP-8, *Preventing Racial and Other Biased-Based Profiling*
- MCSO Policy GM-1, *Electronic Communication and Voicemail*
- Melendres Order (Paragraphs 22, 23)

Conditions:

Collectively there were a total of **7,156** CAD and Alpha Paging messaging entries (7,028 CAD, 128 Alpha Paging) sampled, which were transmitted by MCSO personnel during the selected dates available for inspection. The inspection revealed that the overall compliance rate for July 2016 is **100%**.



Recommendations:

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

- The contents of MCSO Policy GM-1, *Electronic Communication and Voicemail*.
- MCSO Policies CP-2, *Code of Conduct*, CP-3, *Workplace Professionalism*, 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 and in support of the Melendres Order.

Action Required:

With the resulting **100% compliance**, *Inspection #BI2016-0076* will not require submittal of BIO Action Forms.

Notes:

All supporting documentation (working papers) is included in the inspection file number **BI2016-0076** and contained in IA Pro.

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#BI2016-0076

Inspection focus: CAD and Alpha Paging

Date Inspection Started: July 5, 2016

Date Completed: July 28, 2016

Timeframe Inspected: July, 2016

Assigned Inspectors: Sgt. M. Rodriguez A9047

I have reviewed this inspection report.



Lieutenant Rick Morris
Audits and Inspections Unit Commander
Bureau of Internal Oversight

7/29/16
Date



Deputy Chief Bill Knight
Bureau Commander
Bureau of Internal Oversight

7/29/16
Date
