

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



Bureau of Internal Oversight
Inspection Report
June 28, 2016
Inspection #BI2016-0063

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
June, 2016
Computer Aided Dispatch (CAD) and Alpha
Paging Messaging Inspection BI2016-0063

Date: 6/28/16

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 BIO will be utilized.

Matrix Procedures:

A random sample containing ten of the thirty-one days from the month of June, 2016 was generated using a research randomizing program, www.Randomizer.org. The CAD and Alpha Paging messages transmitted during the selected sample dates were uniformly inspected utilizing a matrix developed by the BIO, in accordance with MCSO Policies CP-2, *Code of Conduct*; CP-3 *Workplace Professionalism*; CP-8, *Preventing Racial and Other Biased-Based Profiling*; and GM-1, *Electronic Communication and Voicemail*.

For each of the selected dates in the sample, there are 31 separate Office components listed in the CAD System, which contain the CAD message transmissions. The Alpha Paging messages transmitted by MCSO during the selected inspection dates were provided to the BIO by the MCSO Technology Bureau in an Excel spreadsheet.

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 **7,856** CAD and Alpha Paging messaging entries (7,690 CAD, 166 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 June 2016 is **100%**.

The following dates were reviewed and ***no issues or concerns were noted***:

June 2, 2016 – (No Concerns)
All Office CAD and Alpha Paging messaging transmissions were in compliance with Office Policy.

June 4, 2016 – (No Concerns)
All Office CAD and Alpha Paging messaging transmissions were in compliance with Office Policy.

June 7, 2016 – (No Concerns)

All Office CAD and Alpha Paging messaging transmissions were in compliance with Office Policy.

June 10, 2016 – (No Concerns)

All Office CAD and Alpha Paging messaging transmissions were in compliance with Office Policy.

June 13, 2016 – (No Concerns)

All Office CAD and Alpha Paging messaging transmissions were in compliance with Office Policy.

June 16, 2016 – (No Concerns)

All Office CAD and Alpha Paging messaging transmissions were in compliance with Office Policy.

June 20, 2016 – (No Concerns)

All Office CAD and Alpha Paging messaging transmissions were in compliance with Office Policy.

June 21, 2016 – (No Concerns)

All Office CAD and Alpha Paging messaging transmissions were in compliance with Office Policy.

June 24, 2016 – (No Concerns)

All Office CAD and Alpha Paging messaging transmissions were in compliance with Office Policy.

June 26, 2016 – (No Concerns)

All Office CAD and Alpha Paging messaging transmissions were in compliance with Office Policy.

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 #BI2016-0063* will not require submittal of BIO Action Forms.

Notes:

All supporting documentation (working papers) is included in the inspection file number **BI2016-0063** and contained in IA Pro.

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Audits and Inspections Unit
#BI2016-0063

Inspection focus: CAD and Alpha Paging

Date Inspection Started: June 2, 2016

Date Completed: June 28, 2016

Timeframe Inspected: June, 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

6/29/16
Date



Deputy Chief Bill Knight
Bureau Commander
Bureau of Internal Oversight

6/29/16
Date
