

MARICOPA COUNTY SHERIFF'S OFFICE
Bureau of Internal Oversight
Audits and Inspections
BI2016-0006

Inspection focus: January 2016 CAD and Alpha Paging Messaging

Date Inspection Started: January 7, 2016

Date Completed: February 3, 2016

Timeframe Inspected: January 1 to January 27, 2016

Assigned Inspector: Angela Lolli B2586

I have reviewed this inspection report.

 #777

Captain Dave Munley
Division Commander
Audits and Inspections

02/04/2016

Date

 #1011

Deputy Chief Bill Knight
Bureau Commander
Bureau of Internal Oversight

02/04/2016

Date

MARICOPA COUNTY SHERIFF'S OFFICE

Memorandum



Joseph M. Arpaio, Sheriff

To: Capt. D. Munley S777
Division Commander
Deputy Operations Audit/
Inspections Unit
Bureau of Internal Oversight

From: Angela Lolli B2586
Audits and Inspections Unit
Bureau of Internal Oversight

Subject: Summary of Findings Report
Inspection **BI2016-0006** with a focus on CAD and
Alpha Paging Messaging Entries /**January 2016**

Date: 02/03/2016

Summary:

Between January 7 and February 03, 2016, the Bureau of Internal Oversight, Inspections and Audits Unit, conducted an inspection of CAD and Alpha Paging messages from Office components listed in the CAD System and the Alpha Paging database. The purpose of the inspection was to determine if the selected CAD and Alpha Paging messages were in compliance with Office policies and in support of the Melendres Order.

Authorities:

MCSO Policy CP-2, *Code of Conduct*
MCSO Policy CP-3 *Workplace Professionalism*
MCSO Policy GM-1, *Electronic Communication and Voicemail*
Melendres Order (Paragraphs 22, 23)

Procedure:

Utilizing a randomizing program (www.Randomizer.org), ten out of the thirty-one days in January, 2016 were selected as the sample for the inspection. Once these inspection dates were identified, the “*Computer Aided Dispatch (CAD) and Alpha Paging Messaging Entry Inspection Matrix*” questionnaire was utilized to ensure the consistent inspection of each individual date reviewed.

For each of these dates, there are 31 separate components listed in the CAD database which can contain CAD messaging. The Alpha Paging database lists employees for search alphabetically by last name; the Alpha Paging spreadsheet utilized in the sample selection was provided to the BIO by the MCSO Technology Bureau. For each of the random dates selected for inspection, all CAD and Alpha Paging messaging entries were reviewed in an effort to identify compliance with MCSO policies CP-2, *Code of Conduct*; CP-3 *Workplace Professionalism*; and GM-1, *Electronic Communication and Voicemail*.

This Inspection found:

Collectively there were a total of **9669** CAD and Alpha Paging Messaging entries (*9561 CAD, 108 Alpha Paging*) reviewed for this inspection with **1** concern identified as a possible Office Policy violation noted in this report as CONCERN 1. The overall compliance rate for **January 2016** is **99.99%**.

Dates inspected:

January 1, 2016 – (No Concerns)
All CAD and Alpha Paging messaging in all Office components were in compliance with Office Policy.

January 8, 2016 – (No Concerns)

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

January 12, 2016 – (No Concerns)

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

January 16, 2016 – (No Concerns)

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

January 17, 2016 – (CONCERN 1)

A CAD entry message was discovered which was unprofessional in content, contains language that does not reflect favorably on the Office, may be disruptive and harmful to morale, and may negatively impact the efficient or effective operation of the Office.

A Memorandum of Concern, along with supporting documentation, is authored and forwarded through the MCSO Chain of Command for disposition for possible Office Policy violation(s).

The remaining CAD and Alpha Paging messaging in all other Office CAD and Alpha Paging components were in compliance with Office Policy.

January 20, 2016 – (No Concerns)

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

January 22, 2016 – (No Concerns)

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

January 23, 2016 – (No Concerns)

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

January 25, 2016 – (No Concerns)

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

January 27, 2016 – (No Concerns)

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

Summary of Results:

During the **January 2016** inspection, there was **one (1)** identified concern. The Bureau of Internal Oversight is forwarding this concern through the respective MCSO Chain of Command to be addressed in accordance with MCSO Policy and Procedure.

Recommendations:

- A continued effort should be made to remind employees of Office Policy and Procedure related to CAD and Alpha Paging Messaging Entries.

Action Required:

- **1 BIO Action Form is requested from the affected District (District 1) addressing the January 17, 2016 deficiency noted as (CONCERN 1).**

- Documentation will be sent to the respective commander(s) relevant to the specific concerns regarding their employees.

- No further administrative action need be taken with regard to the Bureau of Internal Oversight and this **January 2016** inspection.
- MCSO Bureau of Internal Oversight will conduct future inspections of CAD and Alpha Paging messages within the next thirty days.

Notes:

- All supporting documentation (working papers) is included in Inspection file number **BI2016-0006** and contained in IAPro.