

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



Bureau of Internal Oversight
Audits/Inspections Report
Date: May 26, 2016
Audit/Inspection #BI2016-0056

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: Computer Aided Dispatch (CAD) and Alpha
Paging Messaging Inspection BI2016-0056 for
May, 2016

Date: 05/26/16

Summary:

The Bureau of Internal Oversight (BIO), Audits and Inspections Unit (AIU), conducted an inspection of Computer Aided Dispatch (CAD) and Alpha Paging messages transmitted by MCSO personnel during the month of May, 2016 from Office components in the CAD System and the Alpha Paging database. The BIO will continue to conduct this inspection on an on-going monthly basis to determine if the messages are in compliance with Office Policy and in support of the Melendres Order.

Authorities:

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)

Procedures:

A random sample containing ten of the thirty-one days from the month of May, 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.

This Inspection found:

Collectively there were a total of **6,511** CAD and Alpha Paging messaging entries (6,371 CAD, 140 Alpha Paging) sampled, which were transmitted by MCSO personnel during the selected dates available for inspection. The inspection revealed **1** concern of as a possible Office Policy violation. The overall compliance rate for May 2016 is **99.98%**.

May 12, 2016 –A CAD entry message was discovered which included profane language: Policy GM-1, section 2.A.1 states in part “*Personnel shall refrain from using profane or offensive language or images in any aspect of their electronic communications...*” A Memorandum of Concern, along with supporting documentation, has been authored and forwarded through the MCSO Chain of Command to be addressed in accordance with MCSO Policy and Procedure.

Action Required:

With the resulting **99.98% compliance**, *Inspection #BI2016-0056* will require **submittal of 1 BIO Action Form from the Patrol Bureau (District 6)** addressing the concern noted in this inspection.

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

May 2, 2016 – (No Concerns)

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

May 4, 2016 – (No Concerns)

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

May 7, 2016 – (No Concerns)

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

May 8, 2016 – (No Concerns)

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

May 16, 2016 – (No Concerns)

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

May 17, 2016 – (No Concerns)

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

May 20, 2016 – (No Concerns)

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

May 21, 2016 – (No Concerns)

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

May 23, 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 and review MCSO Policy GM-1, specifically emphasizing the authorized/unauthorized contents of electronic communications including CAD and Alpha Paging. 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.

Notes:

All supporting documentation is contained in IAPro within BIO Inspection file number **BI2016-0056**.

Inspection focus: CAD and Alpha Paging

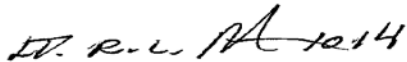
Date Inspection Started: May 2, 2016

Date Completed: May 26, 2016

Timeframe Inspected: May 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

5/31/16
Date



Deputy Chief Bill Knight
Bureau Commander
Bureau of Internal Oversight

5/31/16
Date