

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




**Audits and Inspections Unit**  
**Bureau of Internal Oversight**  
**Inspection Report**  
**November 30, 2016**  
**Inspection BI2016-0123**

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# MARICOPA COUNTY SHERIFF'S OFFICE

## Computer Aided Dispatch (CAD) and Alpha Paging

 Joseph M. Arpaio, Sheriff	<b>To:</b> Lt. R. Morris S1014 Audits and Inspections Unit Commander Bureau of Internal Oversight	<b>From:</b> Sgt. M. Rodriguez A9047 Audits and Inspections Unit Bureau of Internal Oversight
	<b>Subject:</b> Summary of Findings Report November, 2016 Computer Aided Dispatch (CAD) and Alpha Paging Messaging Inspection BI2016-0123	<b>Date:</b> 11/30/16

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 inspection 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 days from the month of November 2016 was generated using the research randomizing program [www.Randomizer.org](http://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*  
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 **6,078** CAD and Alpha Paging messaging entries (6,031 *CAD* and 47 *Alpha Paging*) sampled, which were transmitted by MCSO personnel during the selected dates available for inspection.

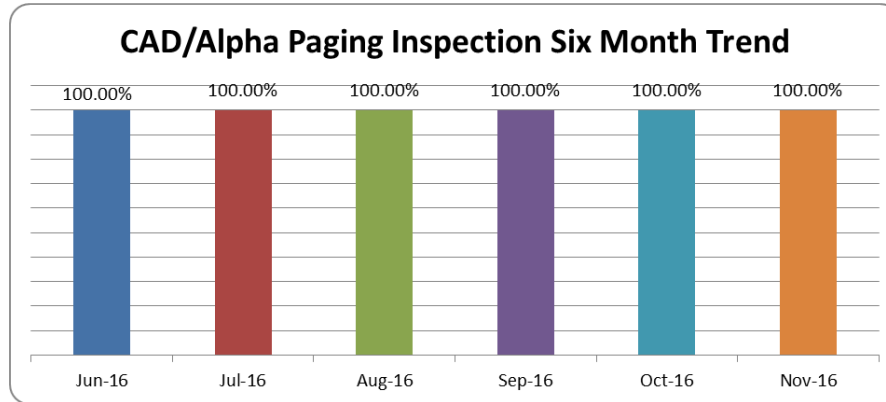
The inspection found that 6,078, or **100%**, of the inspected CAD and Alpha Paging messaging entries in compliance with Office Policies GM-1, *Electronic Communications and Voice Mail*, CP-2, *Code of Conduct*; CP-3, *Workplace Professionalism*; and CP-8, *Preventing Racial and Other Biased-Based Profiling* and were in support of the Melendres Order.

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## Computer Aided Dispatch (CAD) and Alpha Paging

A historical comparison of the last six months of CAD/Alpha Paging inspections indicates that *the compliance rate for the use of these electronic communication systems has been 100% in each of the last six months.*



### 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 *BI2016-0123* will not require submittal of BIO Action Forms.

### Notes:

All supporting documentation (working papers) is included in the inspection file number *BI2016-0123* and contained in IA Pro.

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**Inspection focus:** CAD and Alpha Paging

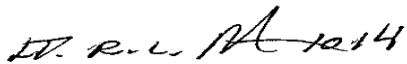
**Date Inspection Started:** November 1, 2016

**Date Completed:** November 29, 2016

**Timeframe Inspected:** November 2016

**Assigned Inspectors:** Sgt. M. Rodriguez A9047

I have reviewed this inspection report.



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

11/30/16  
Date



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Deputy Chief Bill Knight  
Bureau Commander  
Bureau of Internal Oversight

11/30/16  
Date

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