

MARICOPA COUNTY SHERIFF'S OFFICE

Bureau of Internal Oversight

Audits and Inspections Unit



Computer Aided Dispatch (CAD) and Alpha Paging

First Quarter 2020 Inspection

Inspection # BI2020-0033

The Audits and Inspections Unit (AIU) of the Bureau of Internal Oversight (BIO) will conduct inspections of the Computer Aided Dispatch (CAD) and Alpha Paging Systems on a quarterly basis. The purpose of this inspection is to ensure compliance with Office policies and to promote proper supervision. To achieve this, inspectors will select for review the CAD/Alpha Paging entries for 5 randomly selected days for the month for quarter being inspected. To ensure consistent inspections, the *CAD/Alpha Paging Inspection Matrix* developed by the AIU will be utilized.

Compliance Objectives:

During the first quarter for 2020, a random sample of 15 days per quarter (which equates to a total of 5 samples per month for each of the three months) will be reviewed. A random sample was generated using the research randomizing program 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 Alpha Paging messages obtained from MCSO Technology Bureau were reviewed in their entirety. The CAD and Alpha Paging messages transmitted during the selected sample dates were uniformly inspected utilizing the *CAD/Alpha Paging Inspection Matrix*.

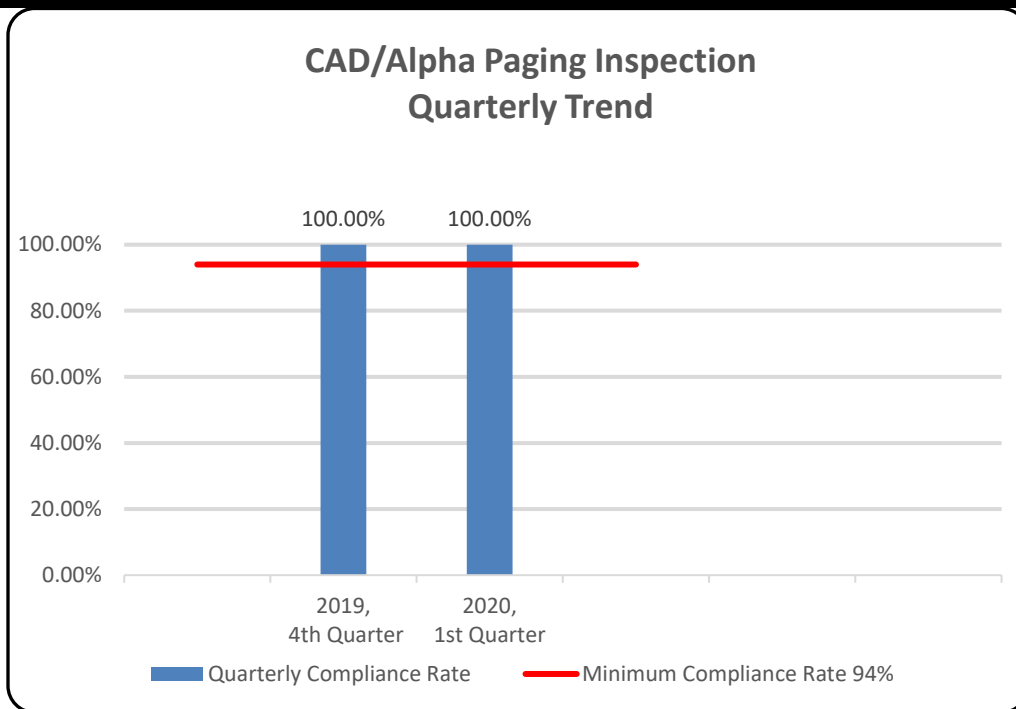
Criteria:

- MCSO Policy GM-1, *Electronic Communication, Data and Voicemail*
- MCSO Policy CP-2, *Code of Conduct*
- MCSO Policy CP-3, *Workplace Professionalism: Discrimination and Harassment*
- MCSO Policy CP-8, *Preventing Racial and Other Biased-Based Profiling*

Conditions:

Collectively there were a total of **14,088** CAD and Alpha Paging messaging entries (14,038 *CAD* and 50 *Alpha Paging*) sampled which were transmitted by MCSO personnel during the selected dates available for inspection.

The inspection found that **14,088** or **100%** of the inspected CAD and Alpha Paging messaging entries were in compliance with Office Policies GM-1 *Electronic Communications, Data and Voice Mail*, CP-2 *Code of Conduct*; CP-3, *Workplace Professionalism: Discrimination and Harassment*; and CP-8, *Preventing Racial and Other Biased-Based Profiling*.



*Going forward all CAD/Alpha Paging Inspection reports to be done quarterly.

Action Required:

With the resulting 100% compliance for Inspection BI2020-0033, no BIO Action Forms are required.

Recommendations:

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

- The contents of MCSO Policy GM-1, *Electronic Communication, Data and Voicemail*.
- MCSO Policies CP-2, *Code of Conduct*, CP-3, *Workplace Professionalism: Discrimination and Harassment*, 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.

Notes:

All supporting documentation (working papers) is included in the inspection file number BI2020-0033 and contained within IA Pro.

Date Inspection Started: February 1, 2020
Date Completed: April 7, 2020
Timeframe Inspected: First Quarter 2020
Assigned Inspector(s): Maria De La Cruz B4608

I have reviewed this inspection report.

Lt. Todd Brice

4-7-2020

Lt. Todd Brice S1767
Commander, Audits & Inspections Unit
Bureau of Internal Oversight

Date