

About Maricopa County (AZ)

- 4th Largest County in United States based on population served
- Maricopa County stretches 9,224 square miles
- Includes the cities of Phoenix, Mesa, Glendale, Scottsdale, Tempe, Chandler, Peoria and the town of Gilbert.

MCSO's DEPARTMENTAL REPORTS DEPARTMENT

The Departmental Reports Section receives and maintains all Incident Reports (IR) taken throughout the Office, from the multiple jails, the Districts and those taken by specialty divisions such as Major Crimes and Special Investigations. In 2020, the DR Section received 37,119 IR's for criminal violations and informational documentation. The DR Section also receives Public Records Requests from the public for copies of Incident Reports, Event Histories and Location Histories. In 2020, the DR Section fulfilled over 9,600 requests from the public, in addition to another 6,100 requests submitted by law enforcement and government agencies



The Problem

As the largest County in Arizona, The Sheriff's Office for Maricopa County (MCSO) was searching for a more efficient way to track the leave time for a growing number of MCSO employees, while also streamlining processes for the Departmental Records Section of MCSO. Considering the number of employees that make use of the leave system and the complexity of their cases, it was becoming increasingly more difficult to track all the deadlines and statuses without a case management system.

Because their old system was not connected in any effective nor efficient means, MCSO was experiencing confusion and redundancies that were leading to office-wide inefficiencies. A lack of an electronic workflow was also causing an overwhelming influx of paper (causing a separate set of problems), while unnecessary duplication further exaggerated these issues.

The Solution

The solution required implementing a county-wide system for tracking employees on leave and reducing their reliance on paper files, using FileBound and PSIGEN to unify their disjointed system and streamline their records retrieval processes. PSIGEN's powerful capture tool (PSIcapture), coupled with FileBound's robust document management capabilities was the solution MCSO needed to streamline operations within several departments.

The Results

After implementation, MCSO was able to convert their older (paper) reports to digital copies, addressing one of their primary concerns of reducing paper. The system has also allowed MCSO to easily index files and create consistent retention schedules, while the OCR capabilities can extract information and make it searchable when a report number cannot be located.

The Departmental Reports Section can also now pull incident reports from anywhere they have access to the system, while being able to redact and print public records requests. Furthermore, it's provided the capability for the department to scan reports into a "secure" file where only those that have designated Admin rights are able to view the content.

Less paper, a searchable digital library, simplified retention schedules, improved security, and more efficiency in the records request process—just a few benefits MCSO has realized since installing the system. As the fourth largest Sheriff's Office in the United States, efficiency is paramount for MCSO to serve, protect and safeguard a community that is larger than four U.S. states.



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