Meet SCOUT!

Sandoval County Operations Utility Tool, aka SCOUT,
the new automated **non-emergency assistant**, powered by AXON



SCOUT helps answer **routine non-emergency calls** so dispatchers can focus on urgent and life-threatening emergencies.

What SCOUT does

- Gathers details such as your name, phone number, location, and a description of your request.
- Repeats important information, especially addresses, so you can confirm it.
- Provides information, documents the call, or connects you with a dispatcher.

For Best Results

- Listen to SCOUT's complete greeting before speaking.
- Explain the purpose of your call.
- Answer one question at a time.
- Listen carefully when SCOUT repeats important details.
- Ask for a dispatcher if you need one.

Help SCOUT hear you clearly

- Speak clearly, calmly and at a steady pace.
- Let SCOUT finish each question before answering.
- Give short, direct answers and avoid speaking over SCOUT.
- If something is misunderstood, repeat or correct the information.
- Call from a quiet place, if possible.

Call 911 immediately for

- an emergency,
- a crime in progress,
- a fire,
- a serious injury,
- or an immediate threat to people or property.



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