



**COMMUNICATIONS OPERATIONS
LAW ENFORCEMENT POLICY**

Policy No. 4935 Date Issued: May 17, 2006
Section: 4900 – Specific Procedures Date Revised: September 11, 2017
Accreditation Standards:

SUBJECT: ASSIST OUTSIDE DEPARTMENT (AOD)

APPROVED: 
Chairperson, Law Enforcement Users Subcommittee

APPROVED: 
Dennis Kidd, General Manager

1.0 Policy

An Assist Outside Department (AOD) request is any request from an allied agency (within the county or outside of the county) for assistance from the local agency of jurisdiction. This does not include requests for assistance from citizens or private entities, or any immediate request for cover, emergency requests or BOL's from allied agencies.

2.0 Procedure

2.1 Dispatchers will create a computer aided dispatch system (CAD) incident for all AOD requests from allied agencies. Each CAD incident will include at minimum the following information:

- ◆ The name and location (if outside of the county) of the requesting agency.
- ◆ The name and rank of the requesting party.
- ◆ The specific type of assistance requested, including address, person(s) to contact, descriptions, action requested, etc.
- ◆ A contact telephone number for the requesting party.

- ◆ In accordance with State OES protocols, any mutual aid request from ANY allied agency within Santa Cruz County for ANY assets from an out-of-county agency must be approved by the Sheriff or his/her designee.
- ◆ NetCom dispatchers will complete a CLETS Administrative message for all requests (except the SO) after hours, and dispatchers will contact the Records section of the requesting agency during business hours (and the SO at all times) to complete the message, if an Admin message is required by the fulfilling agency.
- ◆ If an arrest/detention is requested, dispatchers will obtain the name of the approving supervisor from the requesting agency and include it in the CAD incident.

2.2 After receiving an AOD request, dispatchers will contact the patrol supervisor for approval. Once approved, dispatchers will dispatch the AOD incident in accordance with Policy No. 4330 (Standard Dispatch Format).