

TRANSLATION SERVICES WHEN ENGLISH IS YOUR SECOND LANGUAGE

The State of California provides translation services that are easily accessed once you dial 9-1-1. When it is determined that a non-English speaker is on the line and the local 9-1-1 center does not have a bi-lingual dispatcher on-duty, the call is transferred to the translation service. There are over 200 languages that can be translated through this service. Follow these easy steps to make your call as efficient as possible:

1. Tell the dispatcher what language you speak
2. Follow the direction of the translator— 9-1-1 dispatchers will guide you through several questions you will need to answer
3. Be ready to give location of the incident and reason why you are calling
4. Give the translator time to relay the information back to the 9-1-1 dispatcher
5. Stay on the phone until the translator tells you to hang up.



CALLING 9-1-1 FROM A CELLULAR PHONE

The wireless 9-1-1 system is on a different network than wire line telephones. This means that 9-1-1 dispatchers do not get the location and phone number of the caller. We receive one of two types of information: 1) location of the cell tower used, or 2) location of tower and latitude/longitude coordinates which then displays on a mapping device where there is often delays (in seconds) in getting the area the caller is located. Important points to remember when reporting emergencies using your cell or smart phone:

- You will reach either a California Highway Patrol (CHP) Call Center or a local police agency, depending on your location.
- You may be put on hold or transferred to the appropriate agency to take your call.
- Know the location of the emergency. If you don't know the exact location where you are the dispatcher will ask you to provide landmarks, last known location and/or direction of travel.
- Provide the city or community area of the emergency.
- You will be asked to repeat the information more than once to confirm and verify information.

SAN MATEO COUNTY

9-1-1

OFFICE OF PUBLIC
SAFETY
COMMUNICATIONS



The San Mateo County Office of Public Safety Communications is dedicated to providing excellent Police, Fire, and Medical emergency dispatch and communications services.

We do this by forming collaborative partnerships, ensuring quality and upholding values of the organization.

As the initial first responder, we act quickly and decisively in order to achieve safety and quality of life for those we serve.



www.smc911dispatch.org

HOW DOES 9-1-1 WORK?

By State Law, all (wire-line) 9-1-1 calls are received by the police jurisdiction from where the call was placed (see Cell Phone information on the back).

Once your call is answered, the dispatcher will ask a series of questions that will assist in getting you the help you need. Have the answers to these questions ready:



- What's the address of the emergency?
- What are you reporting? (Police, Fire, Medical, or other)
- What's the phone number your calling from?
- What's your name?
- Tell me exactly what happened.

This information will be asked twice to verify location and call back number.

POLICE EMERGENCIES

You will be asked many questions. It is important to stay calm and answer as many questions as possible. This is for your safety and the officer's safety. The dispatcher will relay this information to the responding officers while on the phone with you. The following are examples of questions asked depending upon the situation:

- Are you at the location now?
- When did this happen?
- Were weapons involved or mentioned?
- Where is the suspect now?



- What is his/her description?
- Is there a vehicle involved? If so, what is the vehicle's description? Where is it now?

MEDICAL EMERGENCIES

The San Mateo County Office of Public Safety Center is internationally accredited for providing outstanding pre-hospital care. All medical calls received on 9-1-1 are transferred to this specialized center in order to provide the caller with the highest level of medical care while fire paramedics and ambulance crews are responding.



You will be asked many questions that are important for the fire and ambulance paramedics to know. Please be calm and patient while the dispatcher guides you through these questions and instructions. Remember, that while we ask the questions, fire and paramedics ambulance crews have been dispatched.

Important medical questions to answer even though you may have already provided the answers to the police dispatcher are:

- How old is he or she?
- Is he or she awake (conscious)?
- Is he or she breathing?

Based on the answers to the above questions, the dispatcher will then ask more specific questions. If the patient has a life-threatening medical condition you may be asked to assist in administering emergency protocols,

such as, CPR, child- birth or choking maneuvers.

FIRE EMERGENCIES

The San Mateo County Office of Public Safety Communications Center provides



countywide fire dispatch to all 58 fire stations. The system is unique as the closest fire unit responds to the emergency regardless of city boundaries. All fire related calls in San Mateo County are transferred to this specialized center for call processing.

When calling 9-1-1 for a fire related emergency, ensure you are safe and out of danger when possible. If you are trapped in a building, stay on the line with the dispatcher until they can direct rescue crews to your location.

Important questions to answer even though you may have already provided the answers to the police dispatcher:

- What type of building is involved?
- Are you at that location now?
- Is anyone injured or in need of medical attention?
- Do you know if hazardous materials are involved?
- Are you safe and out of danger?
- Is everyone else safe and out of danger?