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911 Calls



1

South Skyline Emergency Preparedness Organization – SSEPO.org

July 2022

Goal – Get EMS to the Scene Faster

- In South Skyline Area - not six to nine minutes... more like 30 – 90 minutes
- It's harder than it looks.
- “Call Center Dispatchers don't know where you are. It's not like TV!”
Lorraina, Dispatch Supervisor, CHP Golden Gate Division Dispatch Center, Vallejo, CA
 - The dispatchers don't know where to dispatch to
 - Responders may not find us

Gather Information before calling 911

- Personal info
- Injuries – number of people hurt and extent of injuries
- **Where the accident is located – this is the hard part!**
- Fire?
- # of vehicles involved
- If residential location, be clear about where on the property to go, especially if there is more than one residence!

911 Call Routing

- Call 911 goes to the “Call Box Dispatch Center” (Santa Clara and San Mateo Counties contracted private call center in East Bay)

NEXT TO

- EMS for location you (or they) identified (5 different centers in our area)
 - AND (for accidents on state highways)
- CHP Golden Gate Dispatch Center, Vallejo
 - Can these folks find you ?

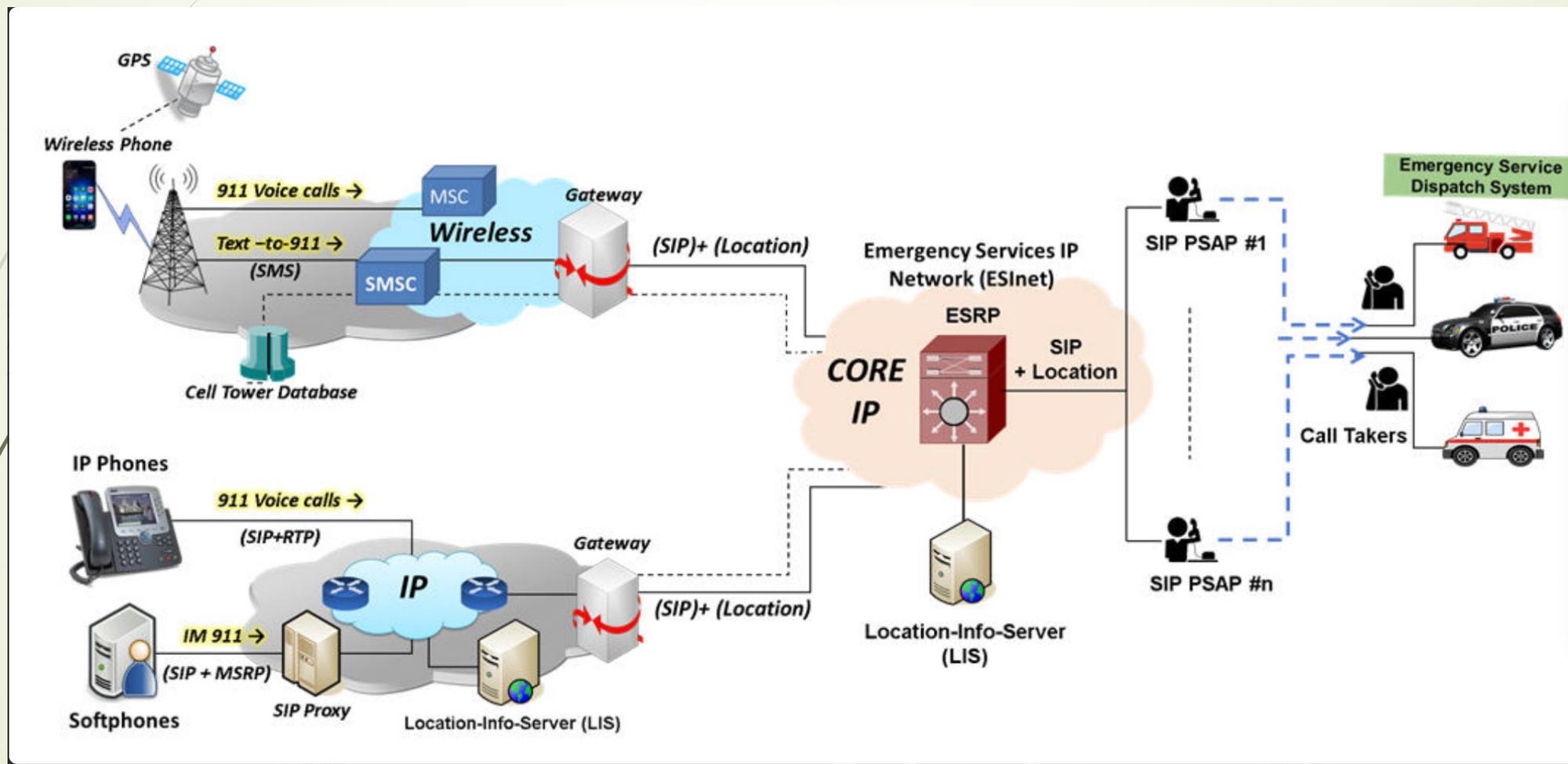
911 Calls – Dispatchers' Challenges

- The Call Box Dispatch Center **DOES NOT KNOW WHERE YOU ARE LOCATED**
 - The call box # you are calling from does not appear on a computer system
 - Your cell-phone coordinates do not appear
 - They are in the East Bay
 - They do not know the local land marks (but can note them)

So why can Uber find me, but 911 can't?

- Smartphones knows your location because you signed up for the app and are using the app's mapping infrastructure
- 911 *from the same phone* – a general area you are calling from – geo-location and tower pinging
- The problem isn't the phones... they have the information
- The problem is the fragmented and aging 911 system, designed for landlines
- 240 million 911 calls a year; 80% from mobile devices

911 Systems are Changing... but...



911 – How to call for help

► How to call:

- **Landline** – communication and location ID: shows the physical location of the fixed telephone to 911 Dispatcher
- **Call boxes** – communication not location ID:
 - The Call Box Dispatch System does NOT automatically show the location; however, if you tell them the Call Box # they can find it
- **Cell phones** – communication not location ID well:
 - **If you don't know where you are**, dispatch will try to use GPS and Radiolocation (from towers) to get **near** your location – this goes from a couple of hundred yards to within a 100 ft if you continue the call long enough (15 min), but waiting so long defeats purpose of getting a quick response!
 - **COMING SOMEDAY** – Rapid SOS – GPS locating system - Will plug cell phone location into 911 mapping system – depends on carrier and phone

Your phone – where am I?

- Longitude and Latitude
 - Open Google maps
 - Click on diagonal arrow to find yourself
 - Tap and hold blue dot:
 - Your coordinates (longitude and latitude) appear below
 - Problem: hard to reliably read off so many digits over poor cell connection
- Three Words (<https://what.three.words.com>)
 - Represent any address as three words.
 - Easy to speak. Understood by 911
- Avenza Maps – offline map app Cal Fire likes to use

911 – Know before you call - LOCATION

➤ Trail

- County
- Park
- Trail Name
- Roadway you are closest to
- Distance from something they can ID (roads are good)
- **Latitude and Longitude coordinates (GPS coordinates – from your phone on Map apps) / What Three Words**

For a park it's often best to call the park rangers – they may well get there faster than 911!

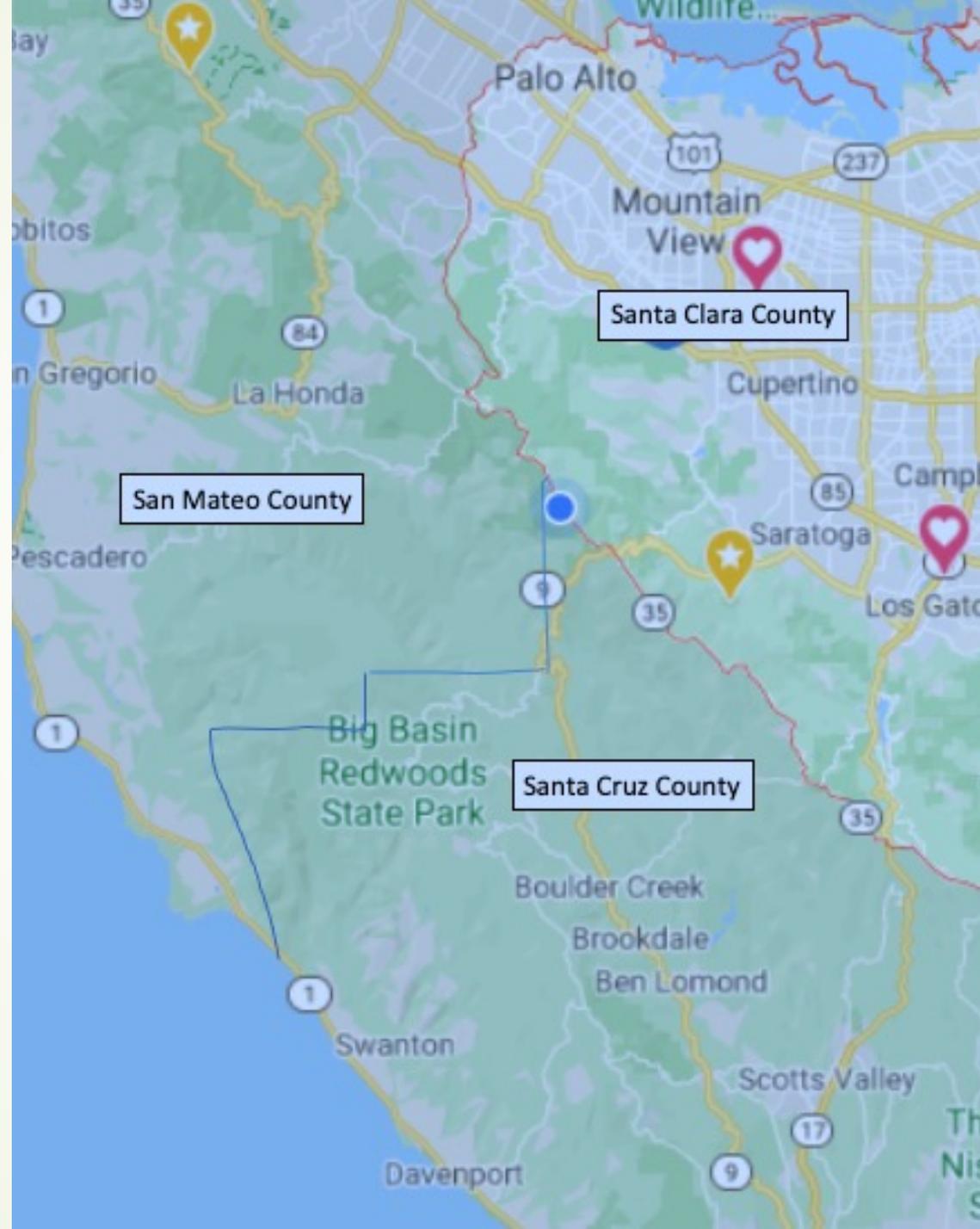
911 – Know before you call – LOCATION

- Highway or roadway accident:
 - Highway you are on
 - County (not as easy as it sounds)
 - Accident's distance from nearest cross street
 - Accident's distance from call box
 - Latitude and Longitude coordinates (GPS coordinates) / What Three Words
 - Add: The nearest EMS to me is:
 - **Cal Fire Saratoga Summit Station 21 OR**
 - **San Mateo County Fire Dept Station 58**
- “Please call their emergency line and deploy them”**



911 – How/Who to call for help - notes

- 911 Call Center Dispatchers don't care about mile marker info (but CHP Call Center does)
- Calls directly to County Dispatch #s? – Same operator, lower priority
- What about Cal Fire Direct? – Public phone # is not their priority call line (911 people have the emergency #)
- If no phone or radio - Three honks at Cal Fire, MROSD station



County Lines are Tricky – just when you think you've moved into San Mateo County, Palo Alto, in Santa Clara County, inserts itself!

**SSEPO - FIRST ARRIVERS
HIGHWAY 35 08-2020**

Santa Clara County

Deadman's Curve
 Highway 35 at Skid Ro. Trail
 > 1 mile South of Page Mill/Alpine
 > 5 mile North of Cal Fire Saratoga Summit
 > East Side: Santa Clara County
 > West Side: San Mateo County
 > GPS: 37.309667, -122.168967
 Call box: SM 35 22
 Nearest EMS: San Mateo County Summit Fire Dept. #58

Monkey Rock
 Highway 35
 > 1/2 mile North of Ward Rd.
 > 1 mile North of Cal Fire Saratoga Summit
 > Santa Clara County
 > GPS: 37.275582, -122.150317
 Call box: SC 35 161
 Nearest EMS: Cal Fire Saratoga Summit #21

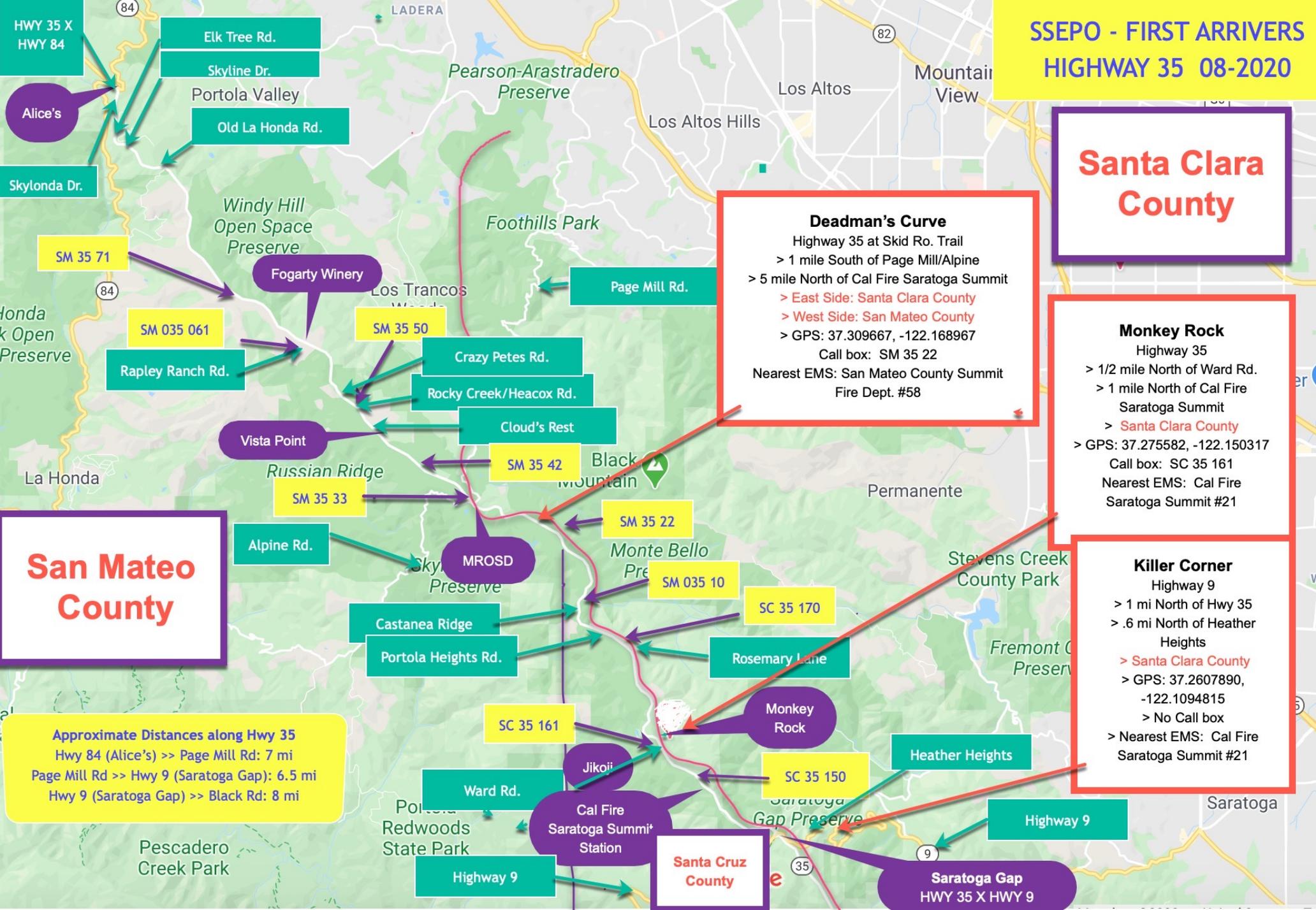
Killer Corner
 Highway 9
 > 1 mi North of Hwy 35
 > .6 mi North of Heather Heights
 > Santa Clara County
 > GPS: 37.2607890, -122.1094815
 > No Call box
 > Nearest EMS: Cal Fire Saratoga Summit #21

San Mateo County

Approximate Distances along Hwy 35
 Hwy 84 (Alice's) >> Page Mill Rd: 7 mi
 Page Mill Rd >> Hwy 9 (Saratoga Gap): 6.5 mi
 Hwy 9 (Saratoga Gap) >> Black Rd: 8 mi

Santa Cruz County

**Saratoga Gap
HWY 35 X HWY 9**



Santa Mateo County

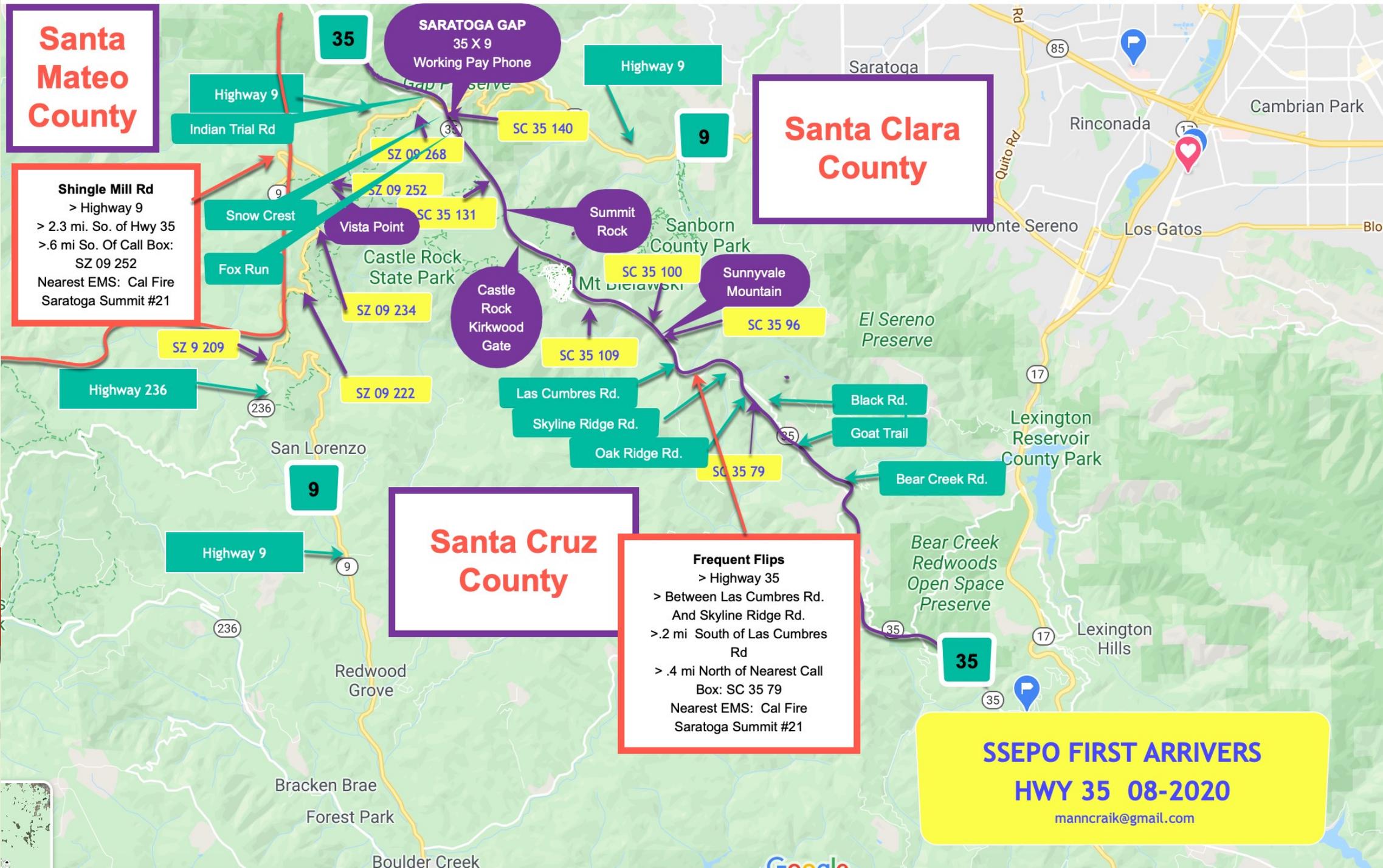
Shingle Mill Rd
> Highway 9
> 2.3 mi. So. of Hwy 35
> .6 mi So. Of Call Box:
SZ 09 252
Nearest EMS: Cal Fire
Saratoga Summit #21

Santa Clara County

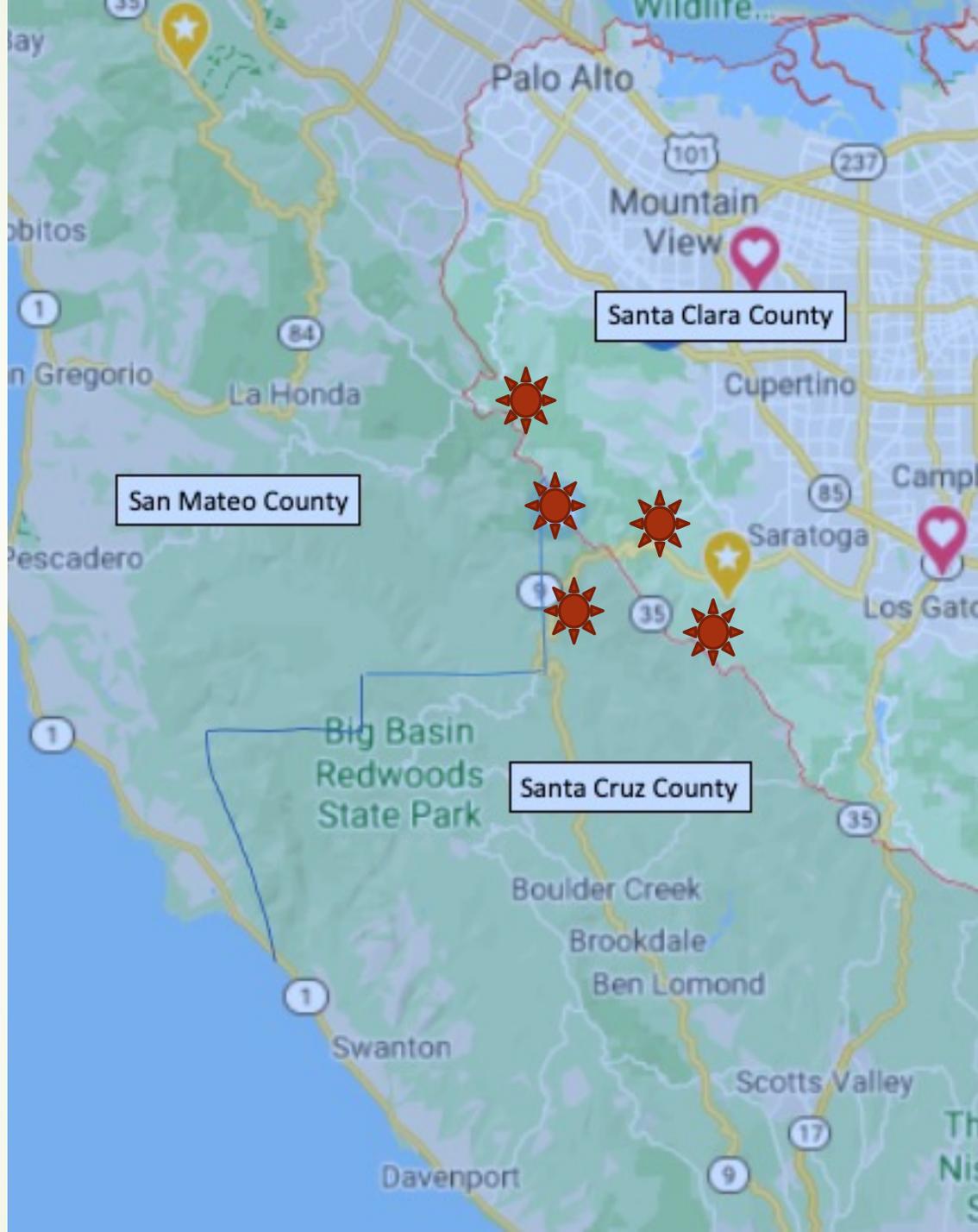
Santa Cruz County

Frequent Flips
> Highway 35
> Between Las Cumbres Rd.
And Skyline Ridge Rd.
> .2 mi South of Las Cumbres
Rd
> .4 mi North of Nearest Call
Box: SC 35 79
Nearest EMS: Cal Fire
Saratoga Summit #21

SSEPO FIRST ARRIVERS
HWY 35 08-2020
manncraik@gmail.com

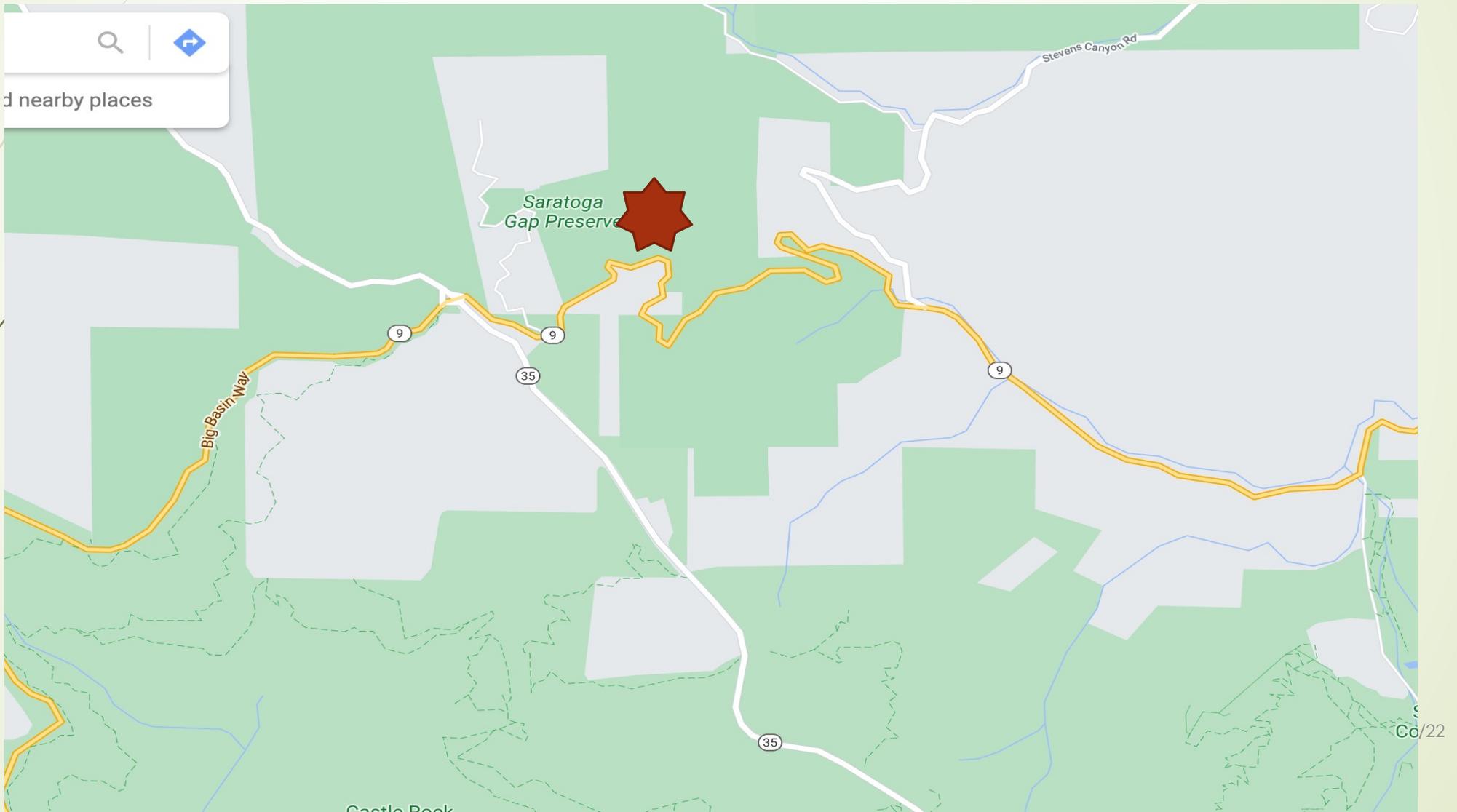


South Skylines' Most Dangerous Corners



**The five
most
dangerous
corners in
South
Skyline
Area**

Killer Corner – Hwy 9 – 1 mile North of Hwy 35

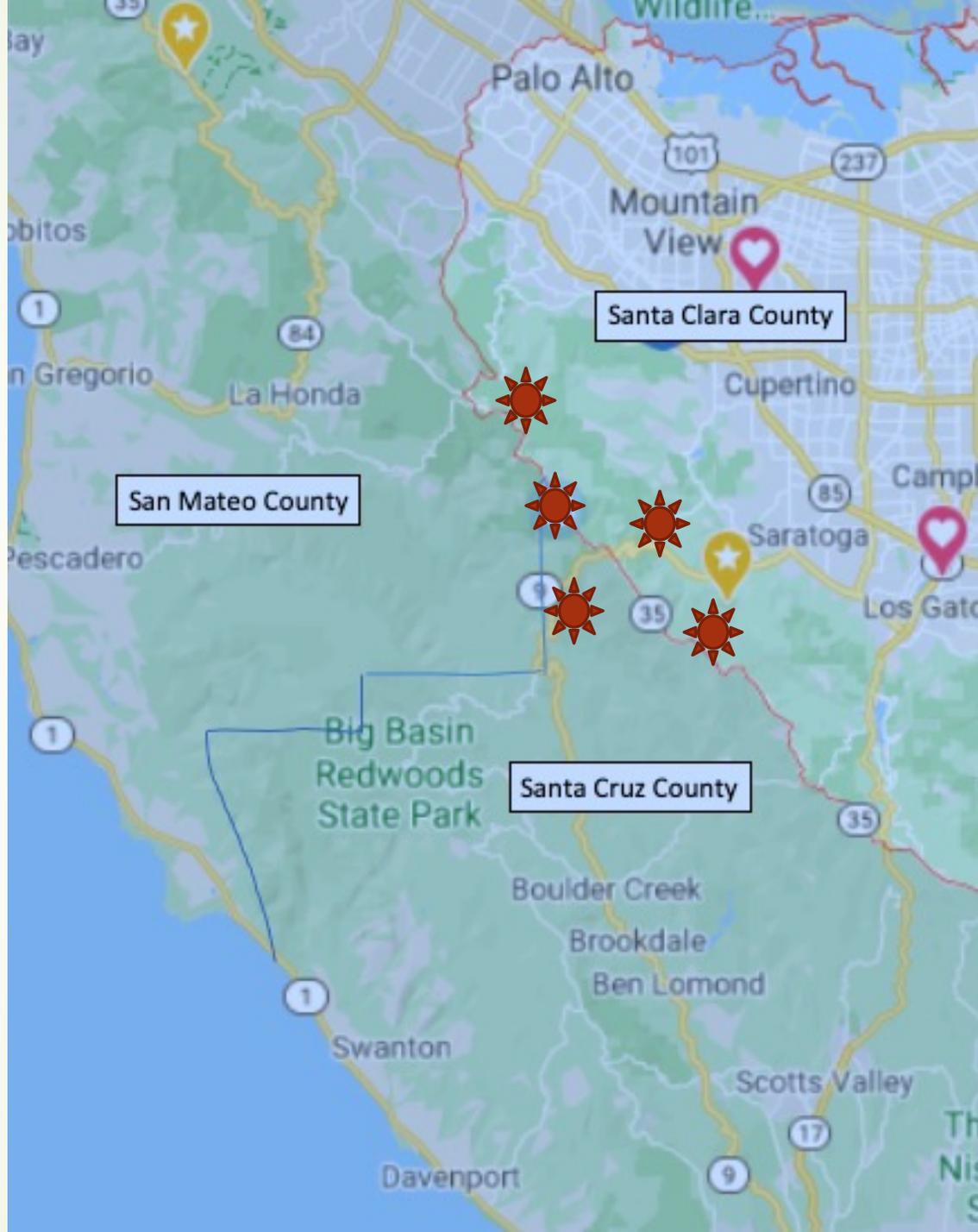


Killer Corner – Hwy 9 – 1 mile North of Hwy 35



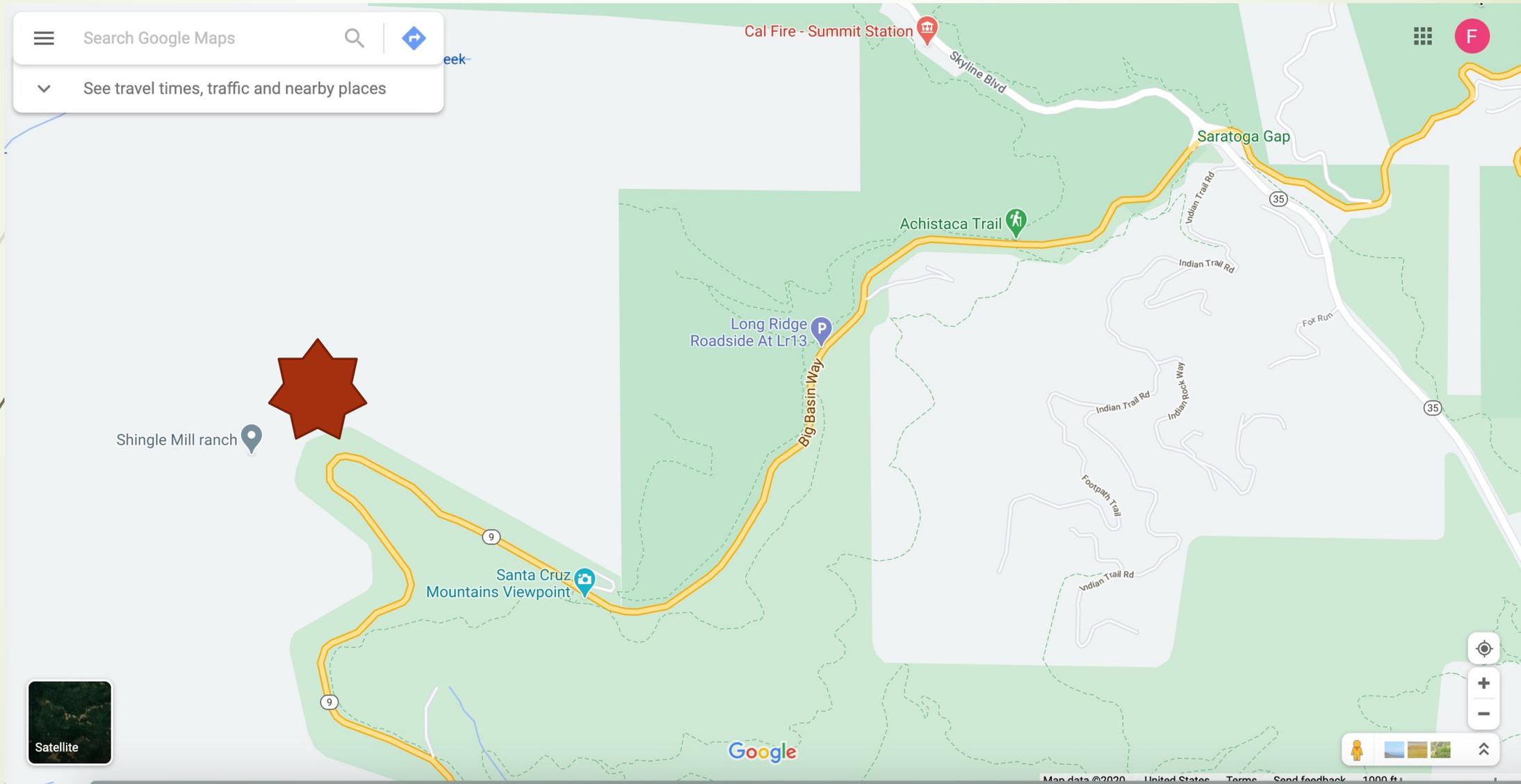
Killer Corner – Hwy 9 – 1 mile North of Hwy 35

- Highway 9
- > 1 mi North of Hwy 35
- > .6 mi North of Heather Heights
- > Santa Clara County
- > Latitude: 37.2607890, Longitude -122.1094815
- > No Call box
- > Nearest EMS: Cal Fire Saratoga Summit #21



**The five
most
dangerous
corners in
South
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Area**

Shingle Mill Road – Hwy 9 – 2.3 Miles So. of Hwy 35



Shingle Mill Road



Shingle Mill Road – San Mateo County



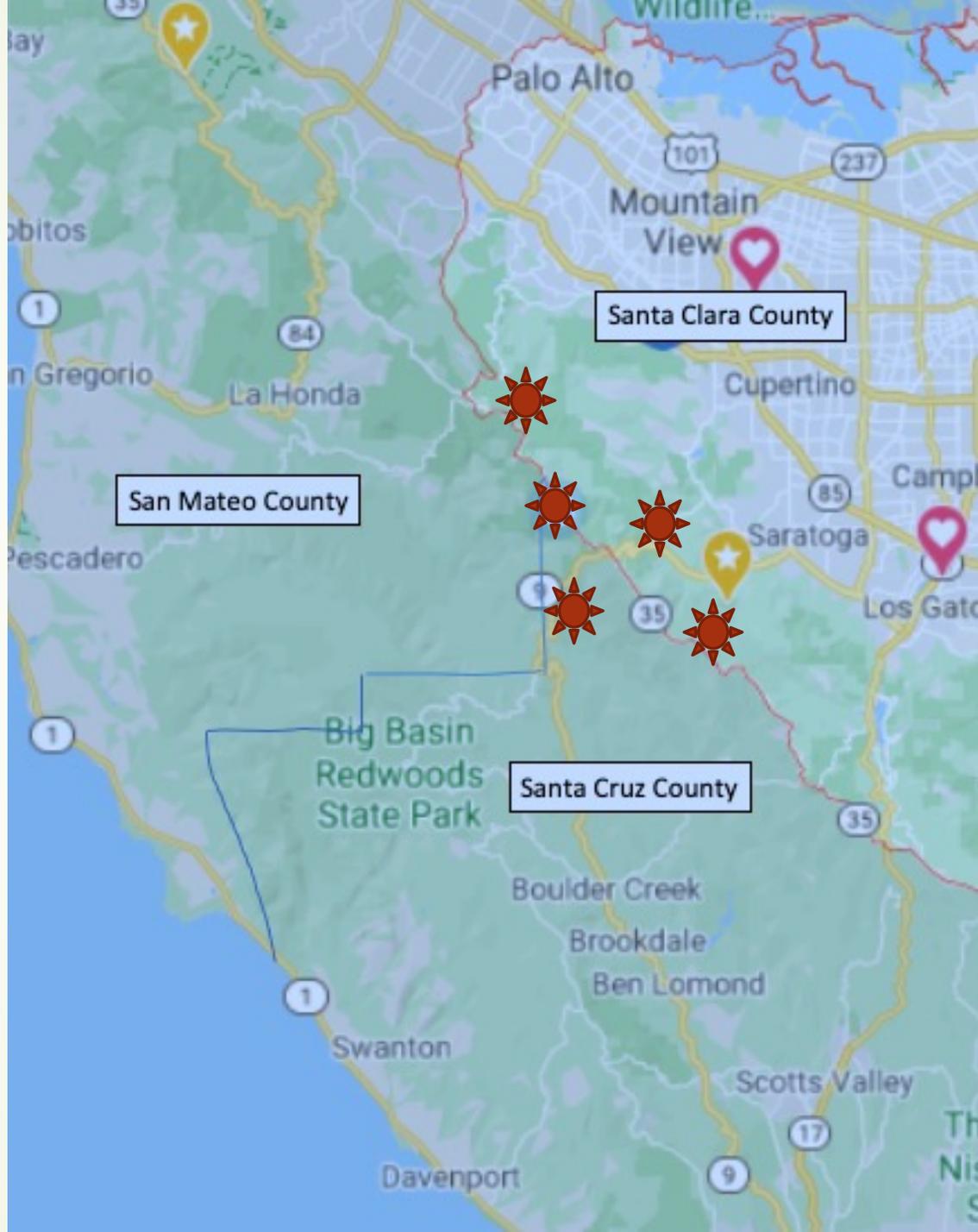
Santa Clara County

San Mateo County

Santa Cruz County

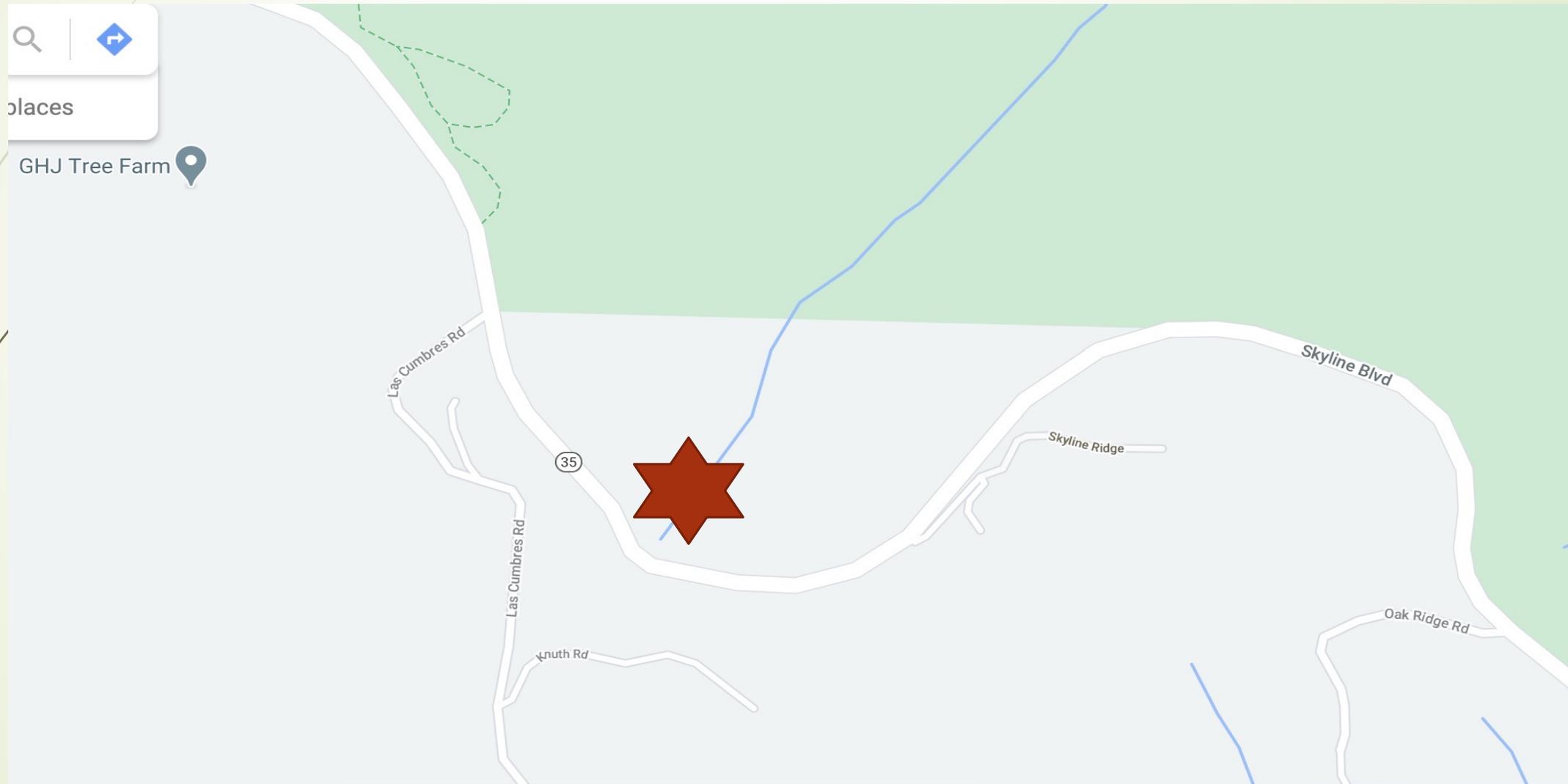
Shingle Mill Road

- Highway 9 South
- 2.3 miles South of Highway 35
- San Mateo County
- .6 miles South of Call Box: SZ 09 252
- Latitude: 37.249651, Longitude: -122.154039
- Nearest EMS: Cal Fire Saratoga Summit Station #21



**The five
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Flipping Corner .2 miles South of Las Cumbres Road



Flipping Corner .2 miles South of Las Cumbres Road Driving South



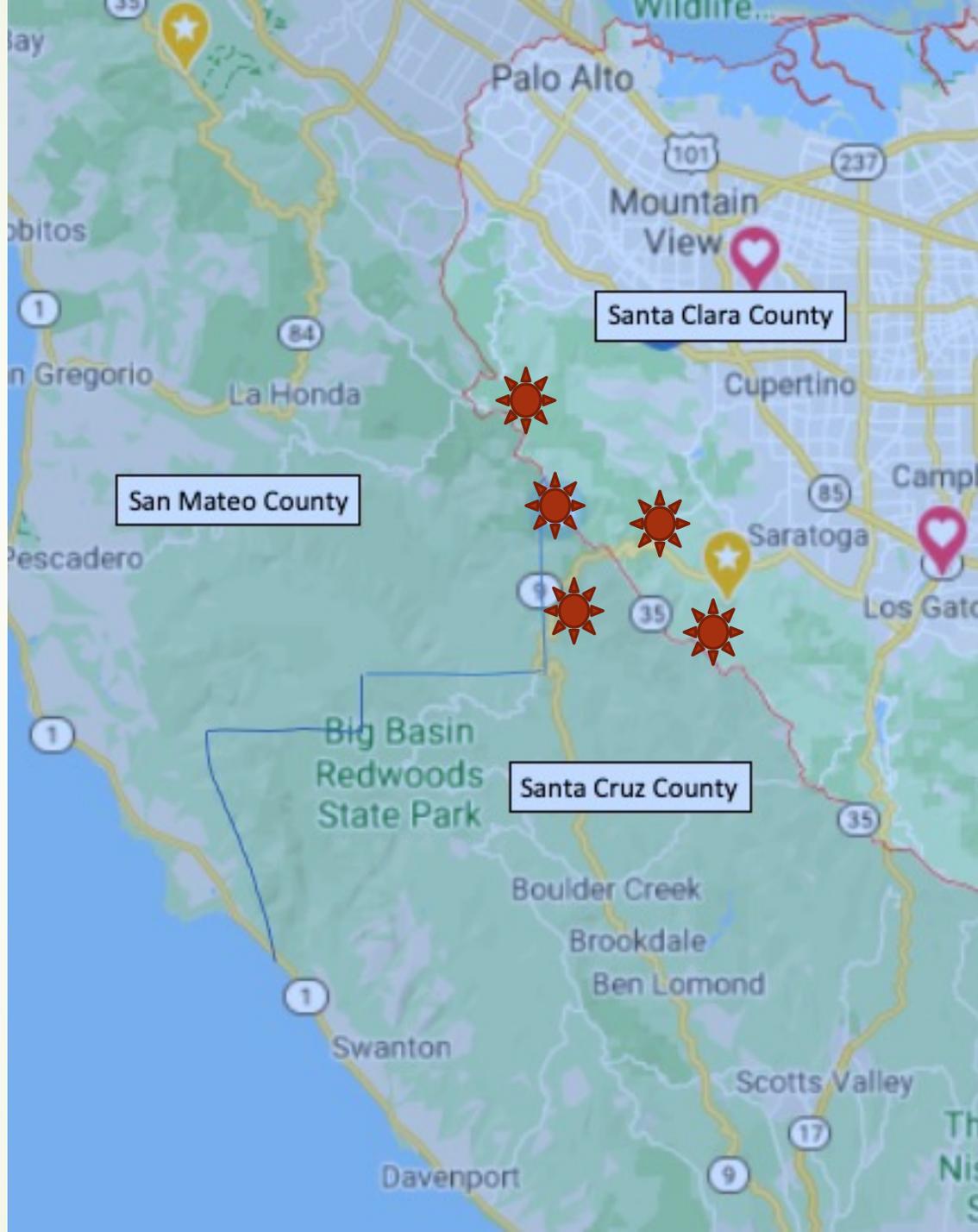
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Flipping Corner .2 miles South of Las Cumbres Rd. Driving North



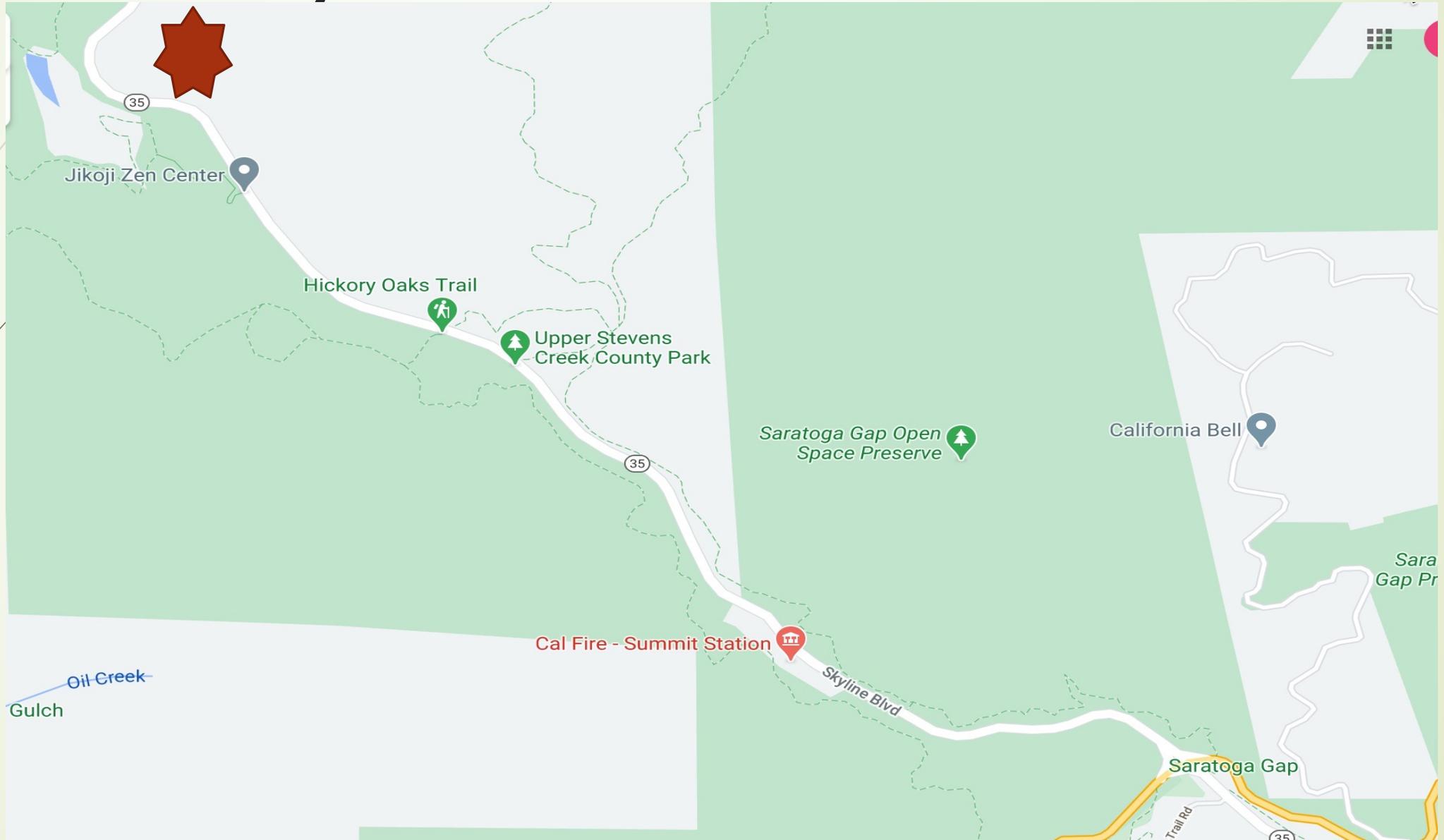
Flipping Corner .2 miles South of Las Cumbres Rd.

- Highway 35
- Between Las Cumbres Rd. And Skyline Ridge Rd.
- .2 mi South of Las Cumbres Rd
- .4 mi North of Nearest Call Box: SC 35 79
- East side: Santa Clara County
- West side: Santa Cruz County
- Latitude: 37.210745
- Longitude: -122.065746
- Nearest EMS: Cal Fire Saratoga Summit Station #21



**The five
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Monkey Rock - HW 35 – 2 miles No. of 9

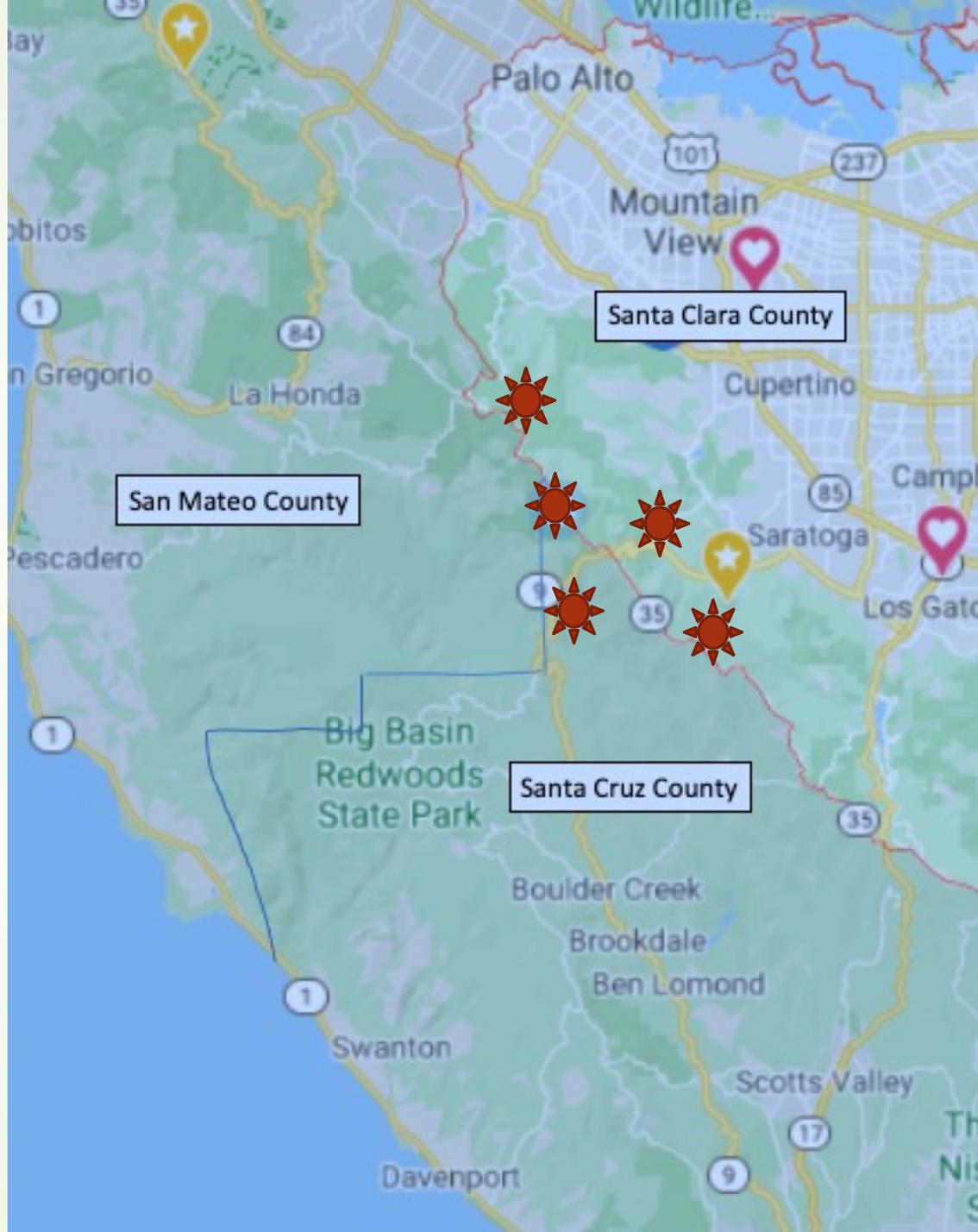


Monkey Rock - HW 35 – 2 miles No. of 9



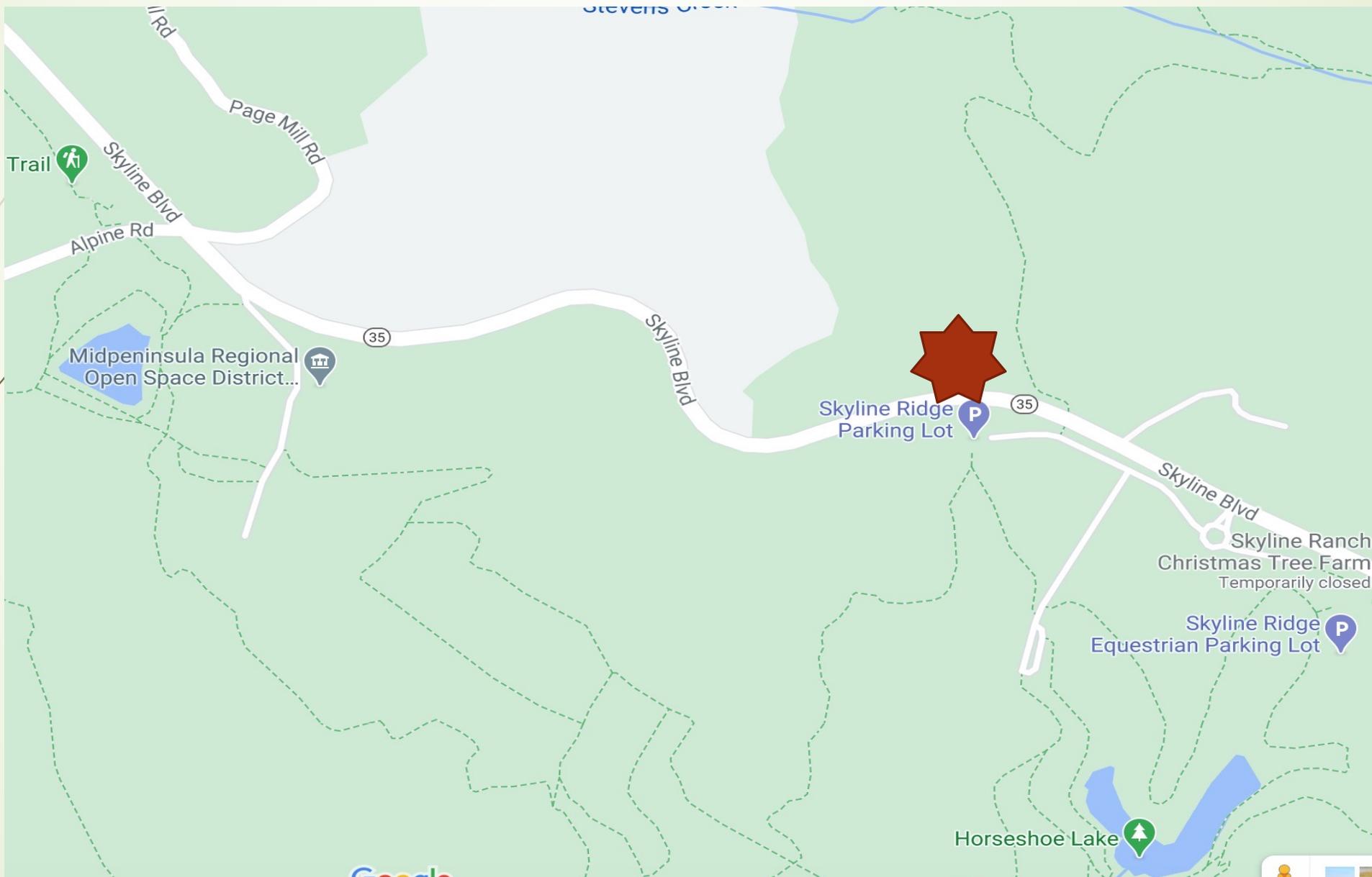
Monkey Rock – HW 35 – 2 miles No. of 9

- Highway 35
- 1/5 mile North of Ward Rd.
- 1 mile North of Cal Fire Saratoga Summit
- East side: Santa Clara County
- West side: San Mateo County or Santa Cruz
- Latitude: 37.275582, Longitude: -122.150317
- Call box: SC 35 161
- Nearest EMS: Cal Fire Saratoga Summit Station #21



The five most dangerous corners in South Skyline Area

Dead Man's Curve



Deadman's curve – Hwy 35 - >1 mi So. Page Mill Road



Deadman's Curve (Horseshoe Lake)

- Highway 35 near Skid Road Trail
- 1 mile South of Page Mill/Alpine
- 6 miles North of Cal Fire Saratoga Summit
- East side: Santa Clara County
- West side: San Mateo County
- Latitude: 37.309667, Longitude: -122.168967
- Call box: SM 35 22
- Nearest EMS: Cal Fire Saratoga Summit Station #21

How Do They Find Us?

- Once dispatched, EMS has to find the location – a lot of official maps are out of date/incomplete
- SSEPO mapping project corrected and completed maps for about half of South Skyline Area
 - Some neighborhoods did not participate
 - Maps published to EMS only in San Mateo and Santa Cruz counties
- In summer fire stations backfilled by units from out of town
 - They don't always have this information
- We need more focus on completing the mapping exercise!

Learning More

- ▶ All maps and presentations on ssepo.org
- ▶ Does your neighborhood have an up to date map with the fire department?
 - ▶ Contact us, we can help! -> info@ssepo.org