

Get quicker help during emergencies by using landlines 打「市話」報案 搶救最迅速

Adults and children alike know that when an emergency occurs, the number to dial for help is 119 or 110.

But a lesser known fact is that the **dispatch** centers of Taiwan's emergency services are equipped with a function that displays not only the phone number of a caller, but also the address and GPS location the call was made from. However, the system only works with landlines, and because callers are often **incapable** of describing their precise location to the dispatcher, the police advise everybody to use their household phone for reporting emergencies.

The National Police Agency of the Ministry of the Interior has recently started using its new 110 eDuty Command System. The system uses the operation and command center platform of police agencies, the base station position of the caller's telephone and a latitude and longitude coordinate system to locate callers. When a call is received by the system, dispatchers can quickly **ascertain** the caller's location and minimize the response time, even when the caller cannot clearly explain what sort of situation they are in.

The three most common types of telephone equipment in use are landline telephones, mobile phones and public telephones. However, many people are **in the dark** about the fact that by reporting emergencies over landlines, they can relay their whereabouts, as well as their phone number, to the National Police Agency and the National Fire Agency eDuty Command System. The same information cannot be collected from calls from mobile phones and public telephones, so to get a speedy response from the emergency services it's best to use a landline.

According to the police and fire agencies, the popularity of mobile phones in Taiwan means that people often use their handsets to report emergencies. But in the confusion of an emergency, callers often find it difficult to describe their location and give an accurate account of what has happened, so to ensure a prompt response, the police suggest using a landline.

(LIBERTY TIMES, TRANSLATED BY DREW CAMERON)



在發生緊急事件如火警、急病、急難救助等，大人小孩都知道要撥打119或110，但很多人恐怕都不知道國內消防、警察單位的報案系統都有顯示功能，但只有以「市話」撥打，除了顯示報案者的電話號碼外，還有地址及衛星定位，提醒大家多使用市話報案，更能避免發生緊急事件時，描述不清或根本無法描述的狀況。

內政部警政署啓用110e化勤務指管系統，透過警察機關的勤務指揮平台，導入電話基地台位置、三角定位經緯度座標系統，報案者只要系統接通電話，縱使無法描述狀況，警方也可以迅速掌握報案者的參考位置，縮短派遣以及到達現場救難的時間，消防署也建置有119救災救護報案系統，同樣具有上述功能。

但仍有大多數人不知道，目前普遍使用撥打電話的器材有市話、行動電話、公共電話三種，只要撥打119、110，在消防及警察單位的報案系統，就會有來電、來址顯示功能，然而只有使用市話撥打，除了會顯示報案者電話號碼外，還會出現報案者的地址，搭配警政署及消防署e化勤務指管系統，更能立即顯現報案者的參考位置，但手機及公共電話就無法顯示地址，可見使用市話報案，可望增加救援時效。

警消等單位強調，由於目前台灣手機普及率相當高，因此以手機撥打報案電話的人相當多，但仍建議社會大眾為避免在緊急狀況下，往往描述不清或根本無法描述，應多多利用市話撥打119、110求救，可讓警消單位迅速透過定位系統找到事故發生地點。

(自由時報記者廖淑玲)

119電話	受理人員	有效無效
527-5	黃	無效
527-7	陳	無效
353	陳	無效
527	陳	有效
988-9	黃	無效
522	陳	無效
0	陳	有效
928	黃	無效
523	陳	無效
523	陳	無效

TODAY'S WORDS 今日單字

1. **dispatch** /di'spætʃ/ v./n.
派遣 (pai4 qian3)
例: A police car was dispatched to the scene of the burglary.
(警方派了一輛警車到竊盜現場。)

2. **incapable** /in'keɪpəbl/ adj.
不能的 (bu4 neng2 de5), 無能的 (wu2 neng2 de5)
例: Steph is incapable of concentrating for more than 10 minutes.
(史黛芙無法集中精神超過十分鐘。)

3. **ascertain** /,æsa'ten/ v.
確認 (que4 ren4)
例: Doctors are still unable to ascertain the time of death.
(醫生仍無法確認死亡時間。)

IDIOM POINT 重要片語

in the dark
不知道

If you are **in the dark** about something, you have no knowledge of it.

Examples: "Despite a huge publicity campaign, many people are still **in the dark** about the forthcoming changes to parking regulations," or "Nobody tells me anything round here. I'm completely **in the dark**."

若用「in the dark」來形容你對某事的了解，就表示你不清楚這件事。
例如：「儘管做了大型宣傳活動，許多民眾還是不清楚停車規範即將修訂」，或是「沒人跟我說這裡的一切，我毫無頭緒」。