



Pacific Interpreters Partners with First Contact 9-1-1 to Improve Language Access for 9-1-1 Call Centers

MINNEAPOLIS, MN [NENA] – June 20, 2011—[Pacific Interpreters™, Inc.](#), a leading provider of over-the-phone interpreting for Healthcare, Government, and Business Markets, today announced a strategic partnership with First Contact 9-1-1, a well-known supplier of high quality education and training programs to public service agencies, to improve language access for 9-1-1 Call Centers.

Pacific Interpreters at NENA

Pacific Interpreters is exhibiting at the National Emergency Services Association (NENA) conference starting today through June 21, 2011. Focusing on technology and services for the emergency communications industry, “NENA is a perfect showcase for Pacific Interpreters’ innovative multilingual support solutions which offer 9-1-1 Call Centers reliable language access services in a rapid, cost-effective manner,” says David Porter, President of Pacific Interpreters, Inc.

New Partnership with First Contact 9-1-1

First Contact 9-1-1 offers training in a variety of areas relevant to emergency communications; examples include police and fire communications, school violence, hazardous materials, 9-1-1 ethics, liability, and stress management.

As part of this partnership, First Contact 9-1-1 will work closely with Pacific Interpreters Interpreter Resource Department to enhance screening and testing programs, expanding interpreter knowledge of public safety terminology and key concepts. Coupled with greater awareness, this will help 9-1-1 Call Centers provide more effective services to their diverse communities.

“Many 9-1-1 call centers, especially ones in rural areas and the Midwest, have no interpreting services at all,” explains Dave Larton, Owner and Founder of First Contact 9-1-1. “These call centers need an economical way to ensure clear communication when seconds count. They must handle calls expeditiously and accurately—Pacific Interpreters makes that possible.”

“We are pleased to partner with First Contact 9-1-1 to improve language access services to public safety agencies,” added David Porter, President, Pacific Interpreters.

About Pacific Interpreters, Inc.

Pacific Interpreters, Inc. is a comprehensive language services provider, helping to eliminate language barriers by offering telephonic interpreting, document translation and consulting services to serve Limited English Proficient individuals. Headquartered in Portland, Oregon since 1992, Pacific Interpreters offers specialized language services for Healthcare, Government, and Business Markets.

About First Contact 9-1-1

First Contact 9-1-1 provides high quality education and training programs to public safety agencies. Its Instructional Services Team offers a wealth of knowledge and experience in 9-1-1 dispatch support, police, fire, EMT, search and rescue, emergency response and disaster preparedness. Trainers know the materials because they have lived it, and they convey that passion through courses covering all aspects of 9-1-1 Emergency Services.

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