



Coordinated Highways Action Response Team



Spanish Language Aid for Incident Response

¿Habla Usted Español?

Co-sponsor:

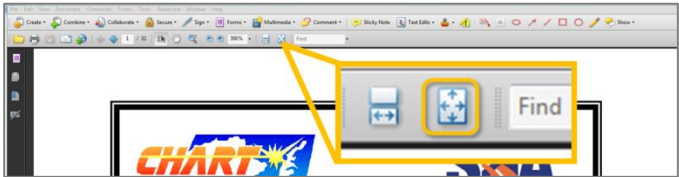


December 15th, 2005
Hyperlink: September 30th, 2013

[Tap Here to Begin](#)

Instructions:

- To activate the hyperlinks on a PC or an MDT, click the *full screen* button in Adobe as shown below.



- Tap the entry in the *Table of Contents* to go to the translation. At the end of each translation page, tap “←Back to Table of Contents” to return here.

Table of Contents

DO YOU SPEAK SPANISH?	1
DO YOU NEED HELP?	1
INTRODUCE YOURSELF	2
My name is	2
I work for the Highway Department.....	2
I am a police officer.....	2
I am a fire fighter.....	2
I am here to help you.	2
My service is free of charge.....	2
I would like to ask you a few questions.....	2
WHAT DO YOU NEED?	3
GAS, WATER, FLAT TIRE, MAP, AND PHONE	5
I will give you some gasoline. No charge.....	5
Please open the cap of the gasoline tank.....	5

I will open the gasoline tank cap for you	5
Please start your vehicle.....	5
I will put water in the radiator. No charge.....	6
Please open the hood of your vehicle.....	6
I will open the hood of your vehicle for you.....	6
I will change the flat tire for you. No charge.....	7
Please open the trunk of your vehicle.....	7
I will open the trunk of your vehicle for you.....	7
Please step out of your vehicle.....	8
Please stand behind the guardrail for your safety.....	8
Your vehicle is ready	8
I will give you a road map	8
You are here on the map	8
Do you know where you want to go?	9
Do you know how to get to where you want to go?	9
Do you have the address of where you want to go?.....	9
Do you have the telephone number of where you want to go?10	
Please write the telephone number here.	10
I will call to find out where it is for you.....	10
Please write the telephone number of the person you want to call here	11
Please write your name here	11
Please write the name of the person you want to call.....	11
Can that person speak English?	12
I will start the call for you. No Charge	12

MOVE YOUR VEHICLE OFF THE TRAVEL LANE..... 13

Is your vehicle working? 13

Please drive it to the side of the road that I point to. 13

Please drive further to the side of the road that I point to 13

I will push your vehicle to the side of the road that I point to.. 14

Please put the gear in neutral 14

CALL FOR A TOW TRUCK..... 15

I will call a tow truck for you 15

Towing is not free. Do you have towing insurance?..... 15

Please show your driver’s license, vehicle registration, and insurance paper to the police..... 15

Do you agree to pay for the towing service?..... 16

Do you want the truck driver to tow your vehicle to the nearest service station?..... 16

Do you want the truck driver to tow your vehicle to another location? 16

Please write the address of that location here 17

I will call a tow truck for you now..... 18

The tow truck will be here in _____ minutes 18

I can give you a one-way ride to a location off the highway ... 18

Please get in my vehicle 18

FIRST AID..... 19

Please point to the person who needs a doctor 19

Do you feel pain on your body? 19

Has this ever happened to you before? 19

Please point to the drawing to show me where you have pain20

Are you allergic to anything?	21
Please write allergy here	21
Are you currently on medication?	21
Please write the medication here	21
Please write your age (in number)	22
Are you pregnant?	22
Are you giving birth?	22
I will call an ambulance to take you to the hospital	23
The hospital has a Spanish-speaking person to help you.....	23
The ambulance is on its way.	23
MISCELLANEOUS ITEMS	25
Please drive carefully and have a good day.	25
I am sorry, I cannot help you	25
Please follow me.....	25
NOTES	26

DO YOU SPEAK SPANISH?

¿Habla usted español?

Sí

o

No

DO YOU NEED HELP?

¿Necesita ayuda?

Sí

o

No

INTRODUCE YOURSELF

My name is

Me llamo _____

I work for the Highway Department

- Trabajo para el Departamento de Carreteras

I am a police officer

- Soy un policía

I am a fire fighter

- Soy un bombero

I am here to help you.

Estoy aquí para ayudarle

My service is free of charge.

Mi servicio es gratis.

I would like to ask you a few questions.

Quisiera hacerle algunas preguntas.

WHAT DO YOU NEED?

(Please point to the drawing)

¿Qué necesita usted? (Por favor apunte al dibujo)

Gasolina

Gasoline
(Follow-up on Page 5)



Agua para el vehículo

Water for Vehicle
(Follow-up on Page 6)



Arreglar una llanta (o goma) desinflada

Flat Tire Repair
(Follow-up on Page 7)



Un médico

A Doctor
(Follow-up on Page 19)



What do you need?

(Please point to the drawing)

¿Qué necesita usted? (Por favor apunte al dibujo)

Un mapa de las carreteras

A road map
(Follow-up on Page 8)



Un teléfono

A telephone
(Follow-up on Page 10)



Una grua

A tow truck
(Follow-up on Page 15)



La Policía

The Police



GAS, WATER, FLAT TIRE, MAP, AND PHONE

I will give you some gasoline. No charge.

Le voy a dar gasolina. Gratis.

Please open the cap of the gasoline tank

Por favor abra la tapa del tanque de gasolina

I will open the gasoline tank cap for you

Abriré la tapa del tanque de gasolina para usted

Please start your vehicle

Por favor encienda su vehículo

I will put water in the radiator. No charge.

Le pondré agua en el radiador.
Gratis.

**Please open the hood of
your vehicle**

Por favor abra la
capilla (o capota) de
su vehículo



I will open the hood of your vehicle for you

Abriré la capilla (o capota) de su
vehículo para usted

I will change the flat tire for you. No charge.

Cambiaré la llanta ó goma desinflada para usted. Gratis.



Please open the trunk of your vehicle

Por favor abra el baúl de su vehículo

I will open the trunk of your vehicle for you.

Abriré el baúl de su vehículo

Please step out of your vehicle

Por favor sálgase de su vehículo

Please stand behind the guardrail for your safety

Por favor parese detrás de la baranda para su seguridad

Your vehicle is ready

Su vehículo está listo

I will give you a road map

Le daré un mapa de carreteras

You are here on the map

Usted está aquí en el mapa

Do you know where you want to go?

¿Sabe usted adonde quiere ir?

Sí

o

No

Do you know how to get to where you want to go?

¿Sabe usted cómo llegar adonde usted quiere ir?

Sí

o

No

Do you have the address of where you want to go?

¿Tiene usted la dirección de donde quiere ir?

Sí

o

No

Do you have the telephone number of where you want to go?

¿Tiene usted el número de teléfono de donde quiere ir?

Sí

o

No

Please write the telephone number here. (Paper & pen/pencil needed.)

Por favor escriba el número de teléfono aquí

.....

I will call to find out where it is for you

Llamaré para averiguar donde está

Please write the telephone number of the person you want to call here. (Paper & pen/pencil needed.)

Escriba por favor el número de teléfono de la persona que usted quiere llamar aquí

Please write your name here. (Paper & pen/pencil needed.)

Por favor escriba su nombre aquí

Please write the name of the person you want to call. (Paper & pen/pencil needed.)

Por favor escriba el nombre de la persona que usted quiere llamar aquí

Can that person speak English?

¿Puede esa persona hablar inglés?

Sí

o

No

I will start the call for you. No Charge

Empezaré la llamada telefónica para usted. Gratis.

MOVE YOUR VEHICLE OFF THE TRAVEL LANE

Is your vehicle working?

(If answer is “no” go to the pushing instruction on Page 14 or towing instructions on Page 15)

¿Esta trabajando su vehículo?

Sí

o

No

Please drive it to the side of the road that I point to.

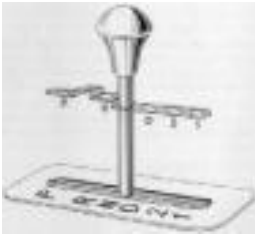
Por favor manéje su vehículo hacia el lado de la carretera que le estoy señalando

Please drive further to the side of the road that I point to

Por favor manéje su vehículo más hacia el lado de la carretera que le estoy señalando

I will push your vehicle to the side of the road that I point to.

Empujaré su vehículo hacia el lado de la carretera que le estoy señalando



Please put the gear in neutral

Por favor ponga el cambio en neutro

CALL FOR A TOW TRUCK

I will call a tow truck for you



Llamaré una grua para usted

Towing is not free. Do you have towing insurance?

Remolcar no es gratis. ¿Tiene usted el seguro de remolque?

Sí

o

No

Please show your driver's license, vehicle registration, and insurance paper to the police.

Por favor muestre su licencia, el registro de vehículo, y prueba del seguro a la policía.

Do you agree to pay for the towing service?

¿Esta usted de acuerdo en pagar por el servicio del remolque?

Sí

o

No

Do you want the truck driver to tow your vehicle to the nearest service station?

¿Quiere que el conductor de la grua lleve su vehículo a la estación de servicio mas cercana?

Sí

o

No

Do you want the truck driver to tow your vehicle to another location?

¿Quiere que el conductor de la grua lleve su vehículo a otro lugar?

Sí

o

No

Please write the address of that location here.

(Paper & pen/pencil needed.)

Por favor escriba la dirección aquí

I will call a tow truck for you now

Ahora llamaré una grua para usted

The tow truck will be here in _____ minutes.

(Paper & pen/pencil needed.)

La grua llegará en _____ minutos

I can give you a one-way ride to a location off the highway

Yo lo puedo llevar a un lugar alejado de la carretera

Please get in my vehicle

Por favor montese en mi vehículo

FIRST AID

Please point to the person who needs a doctor

Por favor señale a la persona que necesita un doctor

Do you feel pain on your body?

¿Siente dolor en su cuerpo?

Sí

o

No

Has this ever happened to you before?

¿Le ha sucedido a usted esto anteriormente?

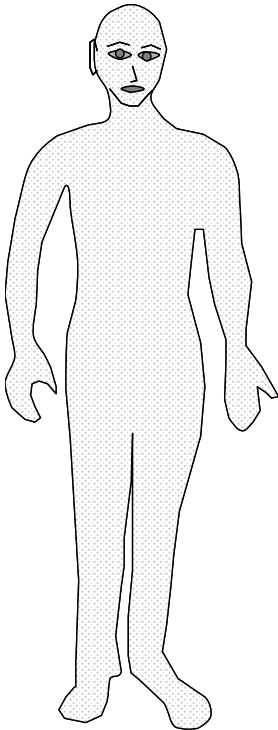
Sí

o

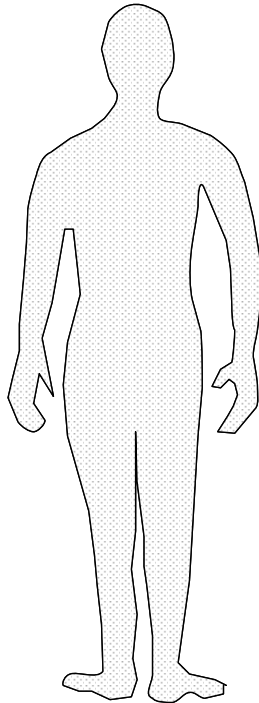
No

Please point to the drawing to show me where you have pain

Por favor señale al dibujo para mostrarme en donde tiene dolor



Frente
(Front)



Espalda
(Back)

Are you allergic to anything?

¿Tiene usted reacción alérgica a cualquier cosa?

Sí

o

No

Please write allergy here (paper & pen/pencil needed)

Por favor escriba la alergia aquí

Are you currently on medication?

¿Esta usted tomando alguna medicina?

Sí

o

No

Please write the medication here (paper & pen/pencil needed)

Por favor escriba la medicina aquí

Please write your age (in number). (Paper & pen/pencil needed.)

Por favor escriba su edad (en números)

Are you pregnant?

¿Está usted embarazada?

Sí

o

No

Are you giving birth?

¿Está usted dando a luz?

Sí

o

No

I will call an ambulance to take you to the hospital

Llamaré una ambulancia para llevarle al hospital

The hospital has a Spanish-speaking person to help you.

El hospital tiene a una persona que habla español para ayudarle

The ambulance is on its way.

La ambulancia está en camino

Intentionally Left Blank

MISCELLANEOUS ITEMS

Please drive carefully and have a good day.

Por favor maneje con cuidado y que tenga un buen día.

I am sorry, I cannot help you

Lo siento, que no le puedo ayudar

Please follow me

Sígame por favor

This *Spanish Language Aid for Incident Response* booklet was the idea and contribution of the Maryland State Highway Administration's CHART Emergency Traffic Patrol Technicians and their Supervisor at TOC-3 (College Park). This booklet was developed under the guidance of the Regional Operations Coordination (ROC) Committee of the Maryland National Capital Region. The ROC Committee includes members of Federal, State, and local agencies in Montgomery, Prince George's, Frederick, and Charles Counties. The Committee has initiated and accomplished many regional traffic incident management projects for the region and Maryland since 1996.

This book is the property of the Maryland State Highway Administration. It shall not be reproduced (in parts or whole) for commercial purposes, or modified without the written permission of the Maryland State Highway Administrator (or the Administrator's designee).

For more information, please contact:

Office of CHART and ITS Development
Maryland State Highway Administration
7491 Connelley Drive
Hanover, Maryland 21076
Telephone: (410) 582-5605
Email: chartmaster@sha.state.md.us



Martin O'Malley
Governor

Anthony G. Brown
Lt. Governor

James T. Smith
Secretary of Transportation

Melinda B. Peters
State Highway Administration

Other Co-sponsors:

DelDOT, PennDOT, NCDOT, VDOT