SAN MATEO POLICE DEPARTMENT
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MEDIA RELEASE / COMMUNITY ALERT
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San Mateo Police Department Partners with Pocketalk to Deploy Real-Time Translation Technology

The department's investment in real-time translation technology strengthens its commitment to inclusive, accessible public safety services.

San Mateo, CA – June 9, 2026- The San Mateo Police Department has partnered with Pocketalk to deploy real-time language translation tools across our entire uniformed force, equipping officers with the ability to communicate instantly and accurately with residents and visitors in more than 92 languages.

The department has signed on for 130 enterprise app licenses, one for every uniformed officer, as well as 5 handheld Pocketalk devices to be distributed throughout the department to include Dispatch and our Records Unit. The deployment also includes Ventana, Pocketalk's centralized administrative panel. A training program is already underway to bring every officer up to speed on the technology.

Officers will use the Pocketalk Enterprise App on their department-issued mobile devices for one-on-one, voice and text field communication, supported by handheld devices for situations requiring a dedicated translation tool. Ventana provides department administrators with device management capabilities, usage reporting and translation insights.

Pocketalk's translation technology is powered by Prism Language Systems, the company's proprietary translation engine, which draws on multiple AI language models to deliver accurate, real-time translations across 92-plus languages, including localized dialects and slang. The platform is compliant with HIPAA and GDPR and meets enterprise-grade security standards, ensuring sensitive conversations remain private and are never stored by default.

This technology is designed to serve as an optional communication aid for officers in the field and is not a replacement for existing investigative or certified translation services available to the department.

By helping officers communicate more effectively with people of all backgrounds, Pocketalk supports the San Mateo Police Department's commitment to public safety, community trust, and equitable service. Improved communication can help officers better understand critical information, assist victims and witnesses, and strengthen investigations, while ensuring all members of our community have a voice when interacting with law enforcement.

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