

What to do if you need to call 119

119 番通報をする時は!!

If you need to call 119, try to speak Japanese slowly to communicate with the operator.
If you cannot speak Japanese, find a nearby Japanese speaker who can help,
and ask the person to call 119.

119番へ電話するときには、出来るだけゆっくり日本語で話をしてください。
日本語が話せない方は、近くにいる日本人または日本語を話せる人に助けを求め、119番通報を依頼するなどしてください。

**If no Japanese speakers are nearby,
use the phrases below to communicate in Japanese.**

日本人や日本語を話せる人が近くにいない場合でも、以下のことは日本語で伝えられるようにしてください。



This is 119 - Fire Department. Is there a fire? Do you need an ambulance?

119 番消防です。火事ですか、救急ですか?

Japanese pronunciation ▶ **kaji desuka, kyukyuu desuka?**

日本語発音 ▶ kaji desuka, kyukyuu desuka?

Fire
火災

Ambulance
救急



Use Japanese to say **"Kaji desu."**

日本語で「かじです」と発音してください。

Use Japanese to say **"Kyukyuu desu."**

日本語で「きゅうきゅうです」と発音して下さい。



Please tell us your location.

場所はどこですか?

Japanese pronunciation ▶ **Basho wa doko desuka?**

日本語発音 ▶ Basho wa doko desuka?



Answer in Japanese with the address and building name (including the floor and room numbers of apartment buildings) of your present location as well as your name.

場所の住所、建物の名称、あなたの名前(マンション・アパートなら何階の何号室か)を日本語でこたえてください。

* Write the Japanese pronunciation of your name and address so that you can easily communicate them in Japanese in case of an emergency.

*日本語でこたえられるよう、予め下欄に(日本語の発音で)書いておくと便利です。

Address:

住所

Name:

名前

Phone number:

電話番号

You may be asked for more details.

そのほか、詳しいことを聞くことがあります。

If there is a fire

On which floor did the fire start?
Is anyone trapped or hurt?

火災の場合

何階のどこから出火したか。
逃げ遅れ・けが人の有無 など

If you need an ambulance

Who is having the problem, and what is the problem? Are the symptoms severe? Is the patient conscious and breathing?

救急の場合

だれがどうしたか。どこがひどいか。
意識・呼吸はあるか。 など

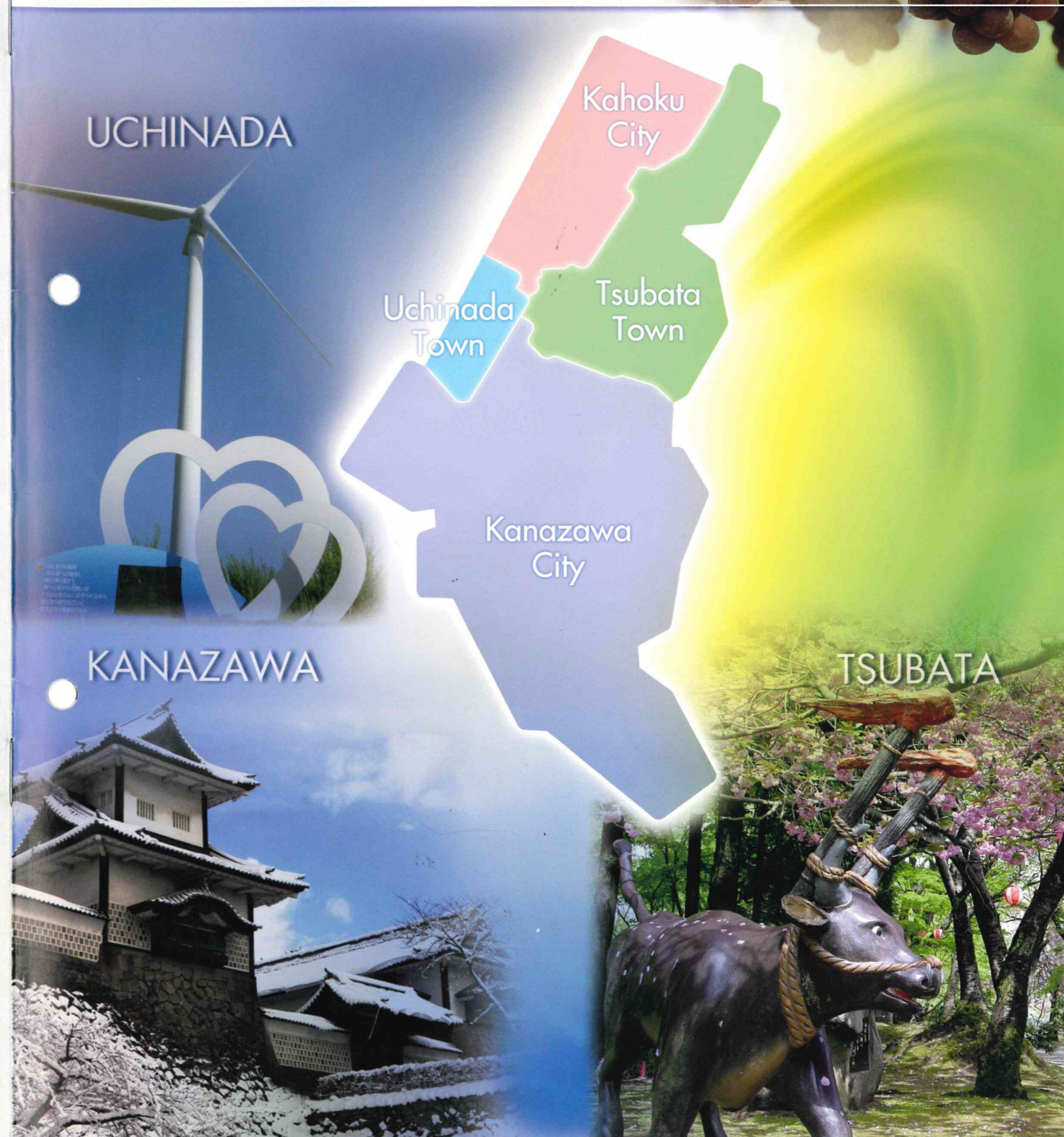
Write down the necessary information, and then place this sheet where it can be seen clearly so that you can provide this information calmly and accurately when calling.

落ち着いて正確な通報ができるように、必要事項を書いて見やすいところに貼っておきましょう。

KAHOKU

Kanazawa City, Kahoku City, Tsubata Town and Uchinada Town

Firefighting Command Control Center



⟨Cut along dotted line⟩

✂

The Firefighting Command Control Center is jointly operated by two cities and two towns. We respond quickly to large-scale disasters and disasters affecting wide areas.



The environment in which firefighting services operate has changed considerably in recent years due to the increasing complexity, range and scale of disasters brought about through changes in society, as well as due to the diversifying needs of residents.

In April 2008, the two cities of Kanazawa and Kahoku and the two towns of Tsubata and Uchinada, each with independent fire departments, created a jointly operated firefighting command control center so that they could provide a more cooperative response to wide-area disasters and carry out more effective disaster prevention and response activities.

This firefighting command control system is continually upgraded and its functionality improved to safeguard the lives and assets of residents in the face of any disaster and to satisfy residents' expectations and gain their trust.

The Firefighting Command Control Center is committed to assuring the safety and peace of mind of all residents by fully utilizing this system to provide the firefighting and disaster response services required now and in the future.

Features of Joint Operation

- Effective response to wide-area and large-scale disasters
- Stronger cooperation with firefighting organizations in neighboring areas
- Quick mobilization for mutual assistance
- Can respond to complex and diverse firefighting demands
- Efficient mobilization of personnel and use of facilities and equipment
- Enhancement of firefighting system and infrastructure

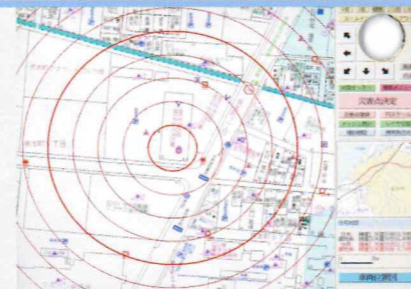
By using a system that enables accurate information checking and speedy order issuance, the time it takes to reach emergency or disaster locations can be drastically reduced.

1 Receiving a 119 call



All 119 emergency calls from Kanazawa and Kahoku cities and Tsubata and Uchinada towns are received at the Firefighting Command Control Center located in the Kanazawa City Fire Department.

2 Determining the location of the emergency



Emergency locations are determined promptly by using the address and building information received from callers and our location notification system.

In-vehicle terminal



The Firefighting Command Control Center determines vehicle positions and centrally manages the emergency response and locations of dispatched vehicles, providing various information on the vehicles' in-vehicle terminals.

Remote-controlled transmission camera



A camera is installed on the vehicles to transmit images of the site to the Firefighting Command Control Center.
* Not installed on all vehicles

3 Ascertaining the details of the emergency



The caller is asked questions to obtain more information about the emergency, such as on which floor of the building the fire broke out and whether there are any people trapped.

4 Organizing the call-out vehicles

車両番号	車種	位置	状態	備考
101	消防ポンプ	101	待機	
102	消防ポンプ	102	待機	
103	消防ポンプ	103	待機	
104	消防ポンプ	104	待機	
105	消防ポンプ	105	待機	
106	消防ポンプ	106	待機	
107	消防ポンプ	107	待機	
108	消防ポンプ	108	待機	
109	消防ポンプ	109	待機	
110	消防ポンプ	110	待機	

The computer analyzes the situation and organizes the nearest and best-equipped vehicles for the emergency.

5 Issuing a call-out order



Once the vehicles to be dispatched are organized, an order together with relevant information is created by voice synthesis and transmitted to terminals installed in the vehicles. Based on this information, the dispatched vehicles proceed to the emergency location.

Location Notification System



This system allows the location of a caller to be quickly determined when accurate location information cannot be obtained because the caller is upset or unsure of their whereabouts.

Elevated surveillance cameras



Two elevated surveillance cameras installed in Kanazawa City quickly record images of the emergency location and transmit them to the dispatched vehicles.

Map of area controlled by Firefighting Command Control Center

Administrative Council for Firefighting Command Control Center of Kanazawa and Kahoku Cities and Tsubata and Uchinada Towns

9-2 Izumihon-machi 7-chome, Kanazawa, 921-8042 TEL: (076) 280-0119 FAX: (076) 280-4999

Kanazawa City Fire Department

9-2 Izumihon-machi 7-chome, Kanazawa, 921-8042
TEL : (076) 280-0119 FAX : (076) 280-0020

① Chuo Fire Station

9-2 Izumihon-machi 7-chome, Kanazawa, 921-8042
TEL : (076) 280-5016 FAX : (076) 280-5043

② Misogura Branch

3-18 Kenrokumoto-machi, Kanazawa, 920-0931
TEL : (076) 280-5103 FAX : (076) 280-5108

③ Takaodai Branch

63 Takaodai 4-chome, Kanazawa, 921-8155
TEL : (076) 280-5214 FAX : (076) 280-5216

④ Izumino Branch

1-7 Izuminode-machi 2-chome, Kanazawa, 921-8116
TEL : (076) 280-5305 FAX : (076) 280-5306

⑤ Kodatsuno Branch

41-40 Kodatsuno 2-chome, Kanazawa, 920-0942
TEL : (076) 280-5407 FAX : (076) 280-5408

⑥ Ekinishi Fire Station

11-29 Ekinishihon-machi 1-chome, Kanazawa, 920-0025
TEL : (076) 280-6007 FAX : (076) 280-6095

⑦ Tamagawa Branch

9-11 Tamagawa-cho, Kanazawa, 920-0863
TEL : (076) 280-6102 FAX : (076) 280-6104

⑧ Kosaka Branch

197-55 Miike-machi, Kanazawa, 920-0802
TEL : (076) 280-6204 FAX : (076) 280-6205

⑨ Morimoto Branch

Nu-33 Minami-morimoto-machi, Kanazawa, 920-3116
TEL : (076) 280-6305 FAX : (076) 280-6309

⑩ Kanaiwa Fire Station

3-3 Kanaiwa-higashi 1-chome, Kanazawa, 920-0335
TEL : (076) 280-7012 FAX : (076) 280-7039

⑪ Rinko Branch

So-16 Ono-machi 4-chome, Kanazawa, 920-0231
TEL : (076) 280-9021 FAX : (076) 280-9024

⑫ Miwa Branch

105-1 Yagi 3-chome, Kanazawa, 921-8066
TEL : (076) 280-7105 FAX : (076) 280-7106

Kahoku City Fire Department

1 Uchihisumi 3-chome, Kahoku, 929-1126
TEL : (076) 283-3585 FAX : (076) 283-4549

⑬ Kahoku City Fire Station

1 Uchihisumi 3-chome, Kahoku, 929-1126
TEL : (076) 283-3585 FAX : (076) 283-4549

⑭ Takamatsu Fire Substation

O-21-1 Takamatsu, Kahoku, 929-1215
TEL : (076) 282-5666 FAX : (076) 282-5669

Tsubata Town Fire Department

Ha-109-1 Kagatsume, Tsubata-machi, Kahokugun, 929-0325
TEL : (076) 288-3000 FAX : (076) 288-5598

⑮ Tsubata Town Fire Station

Ha-109-1 Kagatsume, Tsubata-machi, Kahokugun, 929-0325
TEL : (076) 288-3000 FAX : (076) 288-5598

Uchinada Town Fire Department

610 Tsurugaoka 2-chome, Uchinada-machi, Kahokugun, 920-0271
TEL : (076) 286-3301 FAX : (076) 286-4447

⑯ Uchinada Town Fire Station

610 Tsurugaoka 2-chome, Uchinada-machi, Kahokugun, 920-0271
TEL : (076) 286-3301 FAX : (076) 286-4447

Telephone-based Emergency Guidance

In case of an emergency such as a fire or rescue operation, residents can obtain information in real time via a telephone message. The message continues to play while the firefighting or rescue operation is in progress, and changes once the operation ends.



Kanazawa City, Uchinada Town **0180-99-7890**

Kahoku City **0180-99-7456**

Tsubata Town **0180-99-7789**

Providing information via the Internet

<disaster information websites>

Information about an emergency or disaster, such as the status of a fire or rescue operation, is updated in real time and can be obtained from a personal computer or a mobile phone connected to the Internet.

Kanazawa City <http://fire.city.kanazawa.ishikawa.jp/>

Kahoku City <http://fire.city.kanazawa.ishikawa.jp/kahoku/>

Tsubata Town <http://fire.city.kanazawa.ishikawa.jp/tsubata/>

Uchinada Town <http://fire.city.kanazawa.ishikawa.jp/uchinada/>

Ishikawa Prefecture

Kahoku City

Uchinada Town

Tsubata Town

Kanazawa City

Firefighting Command
Control Center

Area Information

Center area	Population	Households	Area (km ²)
Kanazawa City area	462,361	191,256	467.77
Kahoku City area	34,651	11,084	64.76
Tsubata Town area	36,940	11,942	110.44
Uchinada Town area	26,927	10,018	20.38
Total	560,879	224,300	663.35

Source: "2010 Population Census" conducted by the Ministry of Internal Affairs and Communications



Kahoku City Fire Department



Tsubata Town Fire Department



Uchinada Town Fire Department



Kanazawa City Fire Department