

Please File a Report by Calling 119 in the Event of a Fire or Emergency!



What is the "119" hotline?

In the event that a fire occurs and you need a fire engine, or if an emergency occurs (sudden illness, severe injury) and you need an ambulance, please make a phone call to the "119" hotline. You will be connected to the fire department.

- Phone calls to this number are free of charge, 24 hours a day, 365 days a year
- Phone calls can also be made from mobile phones



Ambulance



Fire Engine

Interpretation Services

- Interpretation services are provided in 5 different languages other than Japanese for 119 calls made from within the city of Kobe.
 - Number of languages offered (5 languages)
English, Chinese, Korean, Spanish, Portuguese

How to Make a 119 Call

- (1) When the fire department takes your call, keep calm and tell them "fire" or "emergency," in a clear voice.

If you are unable to communicate with the operator, you will be connected to an interpreter, so please do not hang up and stay on the line.

- (2) If you are in need of help, please make sure to provide them with your accurate location (address and any buildings, etc., that could act as landmarks).
If you are unaware of the address of your location, please check nearby utility poles, etc., to find the address.

If possible, provide the following:

[In cases of fire]

- What is burning
- How it is burning
- If there are any people trapped by the fire

[In cases of emergency]

- Gender, age, and number of people
- If they are conscious and breathing or not
- The type of injury (severity), symptoms



- (3) Please provide the operator with your name and phone number.

In the event that the location can't be found or where more detailed information on the symptoms of the emergency patient are needed, the fire department will call you back.

For this reason, after you make the report, we ask that you avoid making any phone calls until the ambulance or fire engine arrive on the scene.