

About the 119 emergency service system and how to call

119 emergency service system



119 is a number which saves lives. If there is a fire or medical emergency and a fire engine or ambulance is needed, call 119. If you call from within Kobe City, you will be connected to the control center within Kobe City Hall.

How to call 119

It is frightening for anyone to see a fire, accident or medical emergency happen. But it is vital to call 119 calmly, even in a situation where every second counts.

The fire engine or ambulance will arrive as soon as possible. Liaison is very important between the person who made the 119 call, the operator who took the call, and the people on the scene so that staff can take the most appropriate action. Protect the people you love by making a timely and appropriate 119 call.

If it is not possible to communicate with the operator, you will be transferred to an interpreting service, so do not hang up.

In case of fire, tell the operator **“There is a fire”**.



1. Say the location of the fire.

“The address is ..., ...chome, ...cho, ...ku.”

If you do not know the address, tell the operator about any landmarks or locations that would act as a reference. (Large buildings, schools or shops, names of nearby junctions etc.)

2. Say what is on fire.

“...is on fire.” (Be specific. For example: a house, an apartment building, a factory, a car, a forest etc.)

3. Say your name and the number of the telephone you are using to call.

“This phone number is My name is”

In case of medical emergency, tell the operator **“I need an ambulance”**.



1. Say the location of the emergency.

“The address is ..., ...chome, ...cho, ...ku.”

If you do not know the address, tell the operator about any landmarks or locations that would act as a reference. (Large buildings, schools or shops, names of nearby junctions etc.)

2. Say what has happened.

For example, “There has been a traffic accident. It is between 2 cars and there are ... people injured.” (Make sure to tell the operator in as much detail as possible the age, gender, and details of the injuries of the persons involved.)

3. Say your name and the number of the telephone you are using to call.

“This phone number is My name is”