

When You Need a Fire Truck or Ambulance

119 Emergency Call Memo

Fire

Emergency

My address (building name) is

Fire Situation

Sickness or Injury Condition

It helps to fill in the blanks with the necessary information and keep it handy so you can keep calm and say it accurately in an emergency.

When You Are Unsure if You Need an Ambulance or Not

If you are unsure if you need an ambulance....

When there is a sudden sickness or accident at night, a pediatric doctor provides advice over the phone on whether to see a doctor or how to deal with it at home.

- Pediatric/Internal Medicine Dept. ▶ **Greater Kanazawa Area Emergency Center** (19:30 to 23:00 <365 Days>)
Kanazawa-shi, Sainen 3-4-25, Station West Health and Welfare Center, 1st Floor **TEL:(076)222-0099**
- Pediatrics ▶ **Pediatrics Emergency Phone Consultations** (18:00 to 8:00 <365 Days>)
#8000 or **TEL:(076)238-0099**

National Version of Emergency Diagnosis App Q-suke

Quickly determines the urgency of symptoms. Helpful in determining whether to call an ambulance or not. Download here.

App Store® is a registered trademark of Apple Inc. as registered in the United States and other countries.
Google Play is a trademark of Google LLC.



When You Want to Know the State of a Disaster

Disaster Telephone Guide

If a disaster occurs, this service provides information on the disaster and rescue efforts to residents in real time. The message plays continuously during firefighting activities and is updated once they are complete.

Kanazawa, Uchinada (0180)99-7890

Kahoku (0180)99-7456

Tsubata (0180)99-7789

Information Provided via the Internet (Fire Info Web)

Information can be provided via computer or cell phone as well. Information on a disaster or rescue is updated in real time.

- Kanazawa <http://fire.city.kanazawa.ishikawa.jp/>
- Kahoku <http://fire.city.kanazawa.ishikawa.jp/kahoku/>
- Tsubata <http://fire.city.kanazawa.ishikawa.jp/tsubata/>
- Uchinada <http://fire.city.kanazawa.ishikawa.jp/uchinada/>

Information Via Social Media Also Available

Disaster information, such as for fire and rescue efforts in Kanazawa, is sent by social media as well. Get an account here.



Kanazawa, Kahoku, Tsubata, Uchinada

Firefighting Command Center



Firefighting Command Center



Kahoku Fire Department

Firefighting Team



Uchinada Fire Department

Command Team



Kanazawa Fire Station

Rescue Team



Tsubata Fire Department

Emergency Team

Firefighting Command Center Jointly Operated by 2 Cities & 2 Towns

Kanazawa, Kahoku, Tsubata and Uchinada jointly operate the Firefighting Command Center, which responds promptly and accurately to various firefighting demands that have resulted from changes in society. To meet the expectations and trust of our residents, we have created a highly functional firefighting system with the latest features for speed, accuracy and operability—all with the aim of providing greater safety and security.



Workflow from 119 Notification to Dispatch

Call Reception

The 119 call is received and the command system operated simultaneously.



01

01 Function for Identifying the Disaster Location

Call Origin Display System

Even if accurate location information cannot be obtained from a caller, it is possible to quickly identify where they are reporting from.

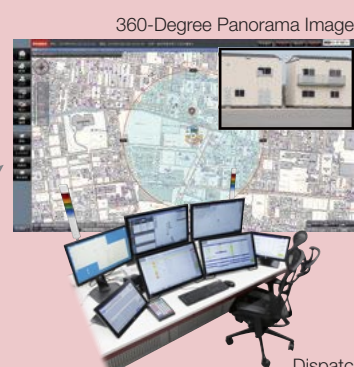


360-Degree Panorama Image

A meaningful conversation is possible with a caller unfamiliar with the area if s/he sees the same view as the dispatcher.



Caller



Dispatcher

02 Function for Sharing Disaster Site Footage

Disaster Site Image Transfer System



Arrive On-site

Perform firefighting, rescue and emergency work based on the various support information.

02

Dispatch

Upon receiving orders, the dispatched team goes to the disaster site based on the command information displayed on the terminal in their vehicle.



Identify the Disaster Site

The call origin display system displays a map of the disaster site instantly.



Advance Notice & Command

The command center sends notifications and orders to the fire department.



Organization of the Dispatched Team

While teams, such as firefighting and emergency services, are getting ready, the dispatch team is organized by automatic selection of vehicles, according to the scale and other details of the disaster.



Dispatch Command

The command center sends a dispatch command to the fire department.



Components in the Command System

Large-screen Display

A 55-inch x 16 panel display board is used to display information like the state of the disaster site and position of each team, and for sharing the information.



Aerial Surveillance Cameras

Kanazawa is equipped with 2 aerial surveillance cameras for quickly grasping the situation of a disaster site and providing the status of the site to dispatched teams.



Multi-language Call Center

The multi-language call center uses conference calling to handle reports from foreigners.



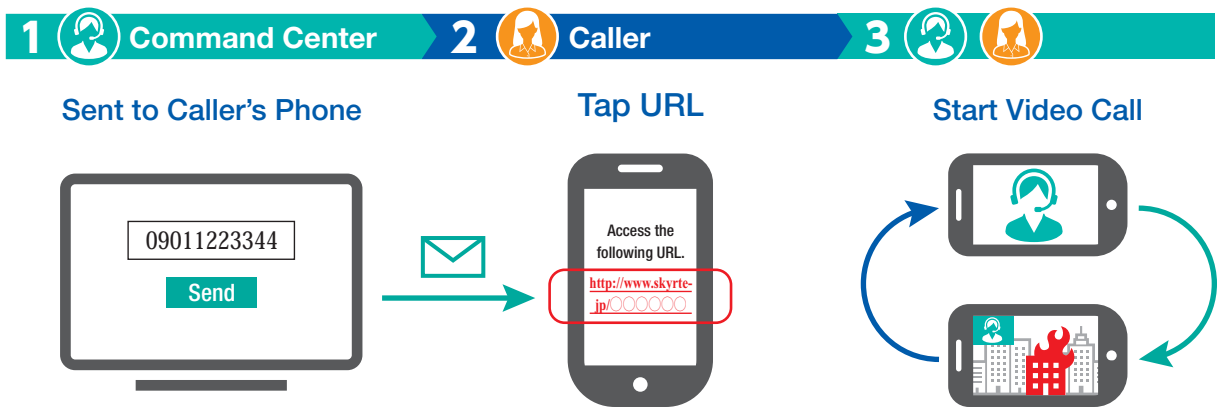
In-vehicle Terminals

Command information is received in the vehicles so various information about the site can be displayed and viewed.



Video 119

The Command Center can send a URL to the smartphone of a caller unfamiliar with the area, such as a tourist; tapping the URL allows them to talk while sharing a live video feed.



Introduction to the Firefighting Command Center



KANAZAWA CITY

KAHOKU CITY

TSUBATA TOWN

UCHINADA TOWN



Kahoku Fire Department (076)283-3585
Uchihisumi 3-1, Kahoku-shi 〒929-1126



Tsubata Fire Department (076)288-3000
Ha 109-1, Kagatsume, Tsubata-machi, Kahoku-gun 〒929-0325



Uchinada Fire Department (076)286-0119
Shirahodai 1-1-1, Uchinada-machi, Kahoku-gun 〒920-0269



Firefighting Command Center
Kanazawa Fire Station (076)280-0119
Izumihon-machi 7-9-2, Kanazawa 〒921-8042

- | | |
|--|----------------|
| 1 Central Fire Department | (076) 280-5016 |
| 2 Misogura Branch | (076) 280-5103 |
| 3 Takaodai Branch | (076) 280-5214 |
| 4 Izumino Branch | (076) 280-5305 |
| 5 Kodatsuno Branch | (076) 280-5407 |
| 6 Ekinishi Fire Department | (076) 280-6007 |
| 7 Tamagawa Branch | (076) 280-6102 |
| 8 Kosaka Branch | (076) 280-6204 |
| 9 Morimoto Branch | (076) 280-6305 |
| 10 Kanaiwa Fire Department | (076) 280-7012 |
| 11 Rinko Branch | (076) 280-9021 |
| 12 Sanwa Branch Miwa Branch | (076) 280-7105 |
| 13 Kahoku Fire Department | (076) 283-3585 |
| 14 Takamatsu Branch | (076) 282-5666 |
| 15 Tsubata Fire Department | (076) 288-3000 |
| 16 Uchinada Fire Department | (076) 286-0119 |

