Easy to use (英語 English language)

2026.10.30 update



Call 119



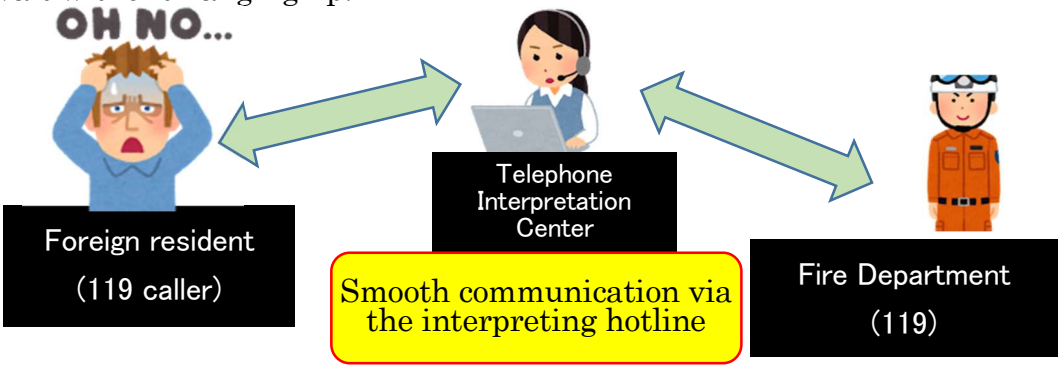
Supporting multiple languages with our simultaneous interpretation hotline and smartphones!

To support foreign residents and visitors, the Otaru City Fire Department utilizes a simultaneous interpretation service and smartphones during 119 emergency calls and at emergency operations.

❶Response to 119 calls～Simultaneous interpretation～

◆ Simultaneous three-way communication between the caller, the telephone interpretation center, and the fire department.

※It will take a few seconds to connect to the telephone interpretation center, so please wait without hanging up.



❷Ambulance response～Smartphones or simultaneous interpretation～

◆Conversation using a smartphones (multilingual translation app)

◆Three-way simultaneous interpretation service via the Telephone Interpretation Center

➡When communication via smartphones is difficult or during an emergency situation with no ambulance present



❸Languages spoken

◆Dial 119 or call an ambulance (Telephone Interpretation Center) ～24 languages

English, Chinese, Vietnamese, Portuguese, Nepali, Spanish, Korean, Filipino (Tagalog), Burmese, Thai, French, Indonesian, Russian, Bengali, Mongolian, Hindi (India), Sinhalese (Sri Lanka), Arabic, Urdu (India, Pakistan),Khmer (Cambodia), Italian, German, Turkish, Malay (Malaysia)

◆Ambulance (tablet) ～33 languages

English, Chinese (Simplified, Traditional), Korean, Portuguese (Brazil), Portuguese, Spanish, Thai, Vietnamese, Filipino (Tagalog), French, Russian, Nepali, Indonesian, Burmese, Khmer (Cambodia), Mongolian, Arabic, Italian, Ukrainian, Urdu (India, Pakistan), Dutch, Sinhalese (Sri Lanka), Danish, German, Turkish, Hungarian, Hindi (India), Polish, Malay (Malaysia), Lao (Laos), Tamil, Bengali.

Contact: Otaru City Fire Department, Command Division TEL0134-22-9137