

119 Calls (Fire•Emergency) Can Be Handled in 17 Languages

The City of Sendai is providing telephone language support services aimed at foreign residents living in Sendai or foreign tourists who are unable to communicate in Japanese. This is a three-way conversation system between caller, 119 operator, and interpreter, and available 24/7/365 in 17 languages.

Languages Available

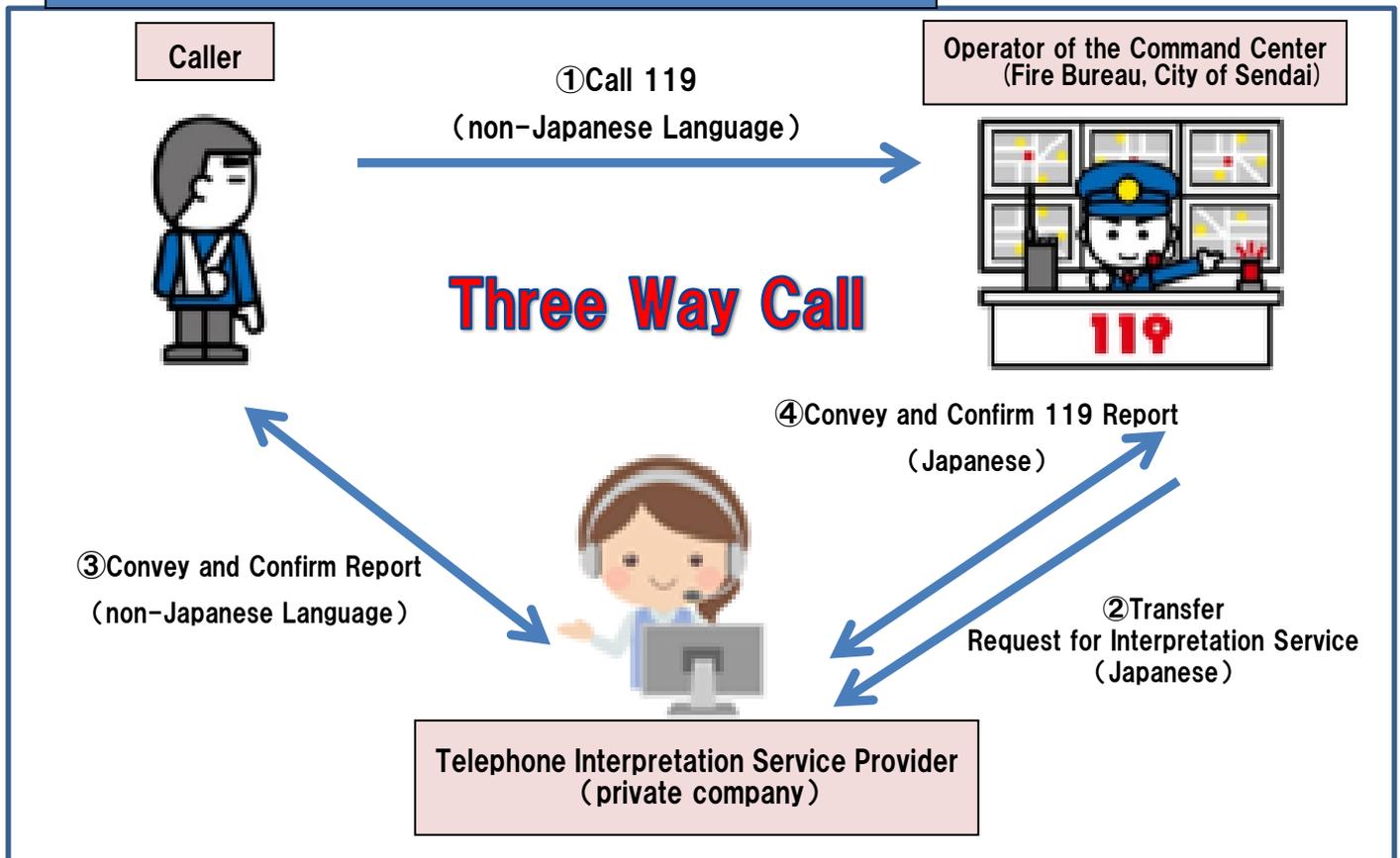
English, Chinese, Korean, Thai, Vietnamese, Indonesian, Tagalog, Nepali, Portuguese, Spanish, French, German, Italian, Russian, Malay, Myanmar, Khmer

Operation Begins From April 1, 2019

How It Works

- ① Call 119 from your cellphone or home phone.
- ② Connect to the Command Center of the Fire Bureau, City of Sendai.
Please hold the line as an operator calls the Language Support Center.
- ③ A three way call between the caller, operator, interpreter, takes place.

Flow of the Three Way Call (119 Call)



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Official Website of the City of Sendai: <https://www.city.sendai.jp/>



Fire Bureau, City of Sendai

QR Code