Next, a configuration of the fire station management server will be described with reference to Fig. 4.

As illustrated in Fig. 3, a hardware configuration of the fire station management server 10 includes a CPU 1002, a main storage device 1008, a display I/F 1004, an input/output I/F 1006, a network I/F 1010, and an auxiliary storage I/F 1012 which are connected via a bus.

[0039]

A monitoring or an output result of an operation state is displayed on a display device 1030. Input/output devices such as a keyboard 1020 and a mouse 1022 are connected to the input/output I/F 1006, and an administrator inputs the command or the like through the input/output devices. A LAN in the fire station or a WAN such as the Internet is connected to the network I/F 1010, and communication with an external device is performed via this I/F. A storage device such as a hard disk device 1060 that stores data and a program is connected to the auxiliary storage I/F 1012. The hard disk device 1060 may be connected on an array to constitute a disk array.

[0040]

A task process application program, an OS, or the like are stored in the hard disk device 1060, loaded onto the main storage device 1008 when executed, and executed by the CPU 1002.

[0041]

in the flash memory 350 as the image data. In particular, in the present embodiment, the image data captured to the camera 304 is uploaded onto the fire station management server 10 as the report information.

[0051]

The display I/F 310 is an interface for establishing a connection with a display device. The input/output I/F 330 is an interface for establishing a connection with an input/output device. In the present embodiment, the touch panel display 320 is connected to the display I/F 310 and the input/output I/F 330. The touch panel display 320 has a role of an input device of a mechanism of receiving data or a command when a reporter 5 touches the touch panel display 320 with a finger or a touch pen together with a function of displaying a screen.

[0052]

A GPS 306 is a device that receives radio waves from GPS satellites and obtains its own position. In the present embodiment, it has a meaning of transmitting the position of the reporter to the fire station management server 10.

[0053]

The main memory 307 is a storage device which loads and temporarily stores the program stored in the flash memory 350 and stores work data.

report. When the case number is assigned, a task supported by the fire station proceeds using the case number as the key. A telephone number of the reporter when there is a report is stored in the reporter telephone number 700b. A report date and time at which there is a report is stored in the report date and time 700c in a format of year, month, day, hour, minute, and second (yyyymmddhhmmss). A type of report (fire extinguishing/emergency) classified by the commander is stored in the report type 700d. A terminal ID of the command board terminal 100 of the commander who accepts the report is stored in the reception command board terminal ID 700e. An ID for linking to a record of the connection information table 710 to be described next is stored in the connection ID 700f.

[0060]

The connection information table 710 is a table for holding information for establishing a connection with each terminal, and includes a connection ID 710a, a reporter terminal ID 710b, a command board terminal ID 710c, a sign language interpreter terminal ID 710d, a foreign language interpreter terminal ID 710e, a vehicle terminal/field terminal (1) ID 710f1, a vehicle terminal/field terminal (2) ID 710f2 … as illustrated in Fig. 7.

[0061]

The connection ID 710a uniquely manages a session of each connection and stores an ID for linking to the record of the

case management table 700 described above. An ID for uniquely identifying the reporter terminal 300 is stored in the reporter terminal ID 710b. In the example of Fig. 7, a report telephone number at the time of report is used. An ID uniquely identifying the command board terminal 100 is stored in the command board terminal ID 710c. An ID uniquely identifying the sign language interpreter terminal 400 is stored in the sign language interpreter terminal ID 710d. An ID uniquely identifying the foreign language interpreter terminal 500 is stored in the foreign language interpreter terminal ID 710e. Each of the vehicle terminal/field terminal (1) ID 710f1, the vehicle terminal/field terminal (2) ID 710f2, ... stores an ID uniquely identifying the vehicle terminal/field terminal 600. Here, the vehicle terminal/field terminal 600 can establish a connection with a plurality of terminals for one session.

[0062]

As illustrated in Fig. 7, each of the command board terminal ID 710c, the sign language interpreter terminal ID 710d, the foreign language interpreter terminal ID 710e, the vehicle terminal/field terminal (1) ID 710f1, and the vehicle terminal/field terminal (2) ID 710f2 may be a specific character string or may be a network address such as an IP address.

[0063]

The image management table 720 is a table for managing image information exchanged between the respective terminals

The example for the case of the sign language report has been described above. When the reporter makes a telephone report, the communication of the protocol in which the voice or the image can be used is performed from the reporter terminal 300 of the same reporter is performed, and thus the fire station side can receive the contact of the report made using the detailed information such as the image information or the position information. In particular, a connection with the sign language interpreter is established using this, the sign language interpretation is performed, and thus even a person who is unable to make a voice call can make a report based on the telephone report.

[0105]

In the above description, the example in which the reporter selects the normal report selection button 2011 and performs the normal report in the fire station report screen illustrated in Fig. 11 or the example in which the reporter selects the sign language report selection button 2012 and performs the sign language report has been described.

[0106]

Next, an example in which a report is performed using a language other than Japanese, that is, a foreign language report is performed will be described with reference to Fig. 9C.

In Fig. 9C, the vehicle terminal/field terminal of Fig.

information acquired by a position measuring unit of the reporter terminal, and the report receiving terminal outputs the position information together with map information from the display output unit.

6. The report reception system according to claim 1, wherein a first voice call connection between the reporter terminal and the report receiving terminal is performed via a telephone line, and

a second voice call connection and sensor information acquisition in the reporter terminal and the report receiving terminal are performed via a network line.

7. The report reception system according to claim 1, wherein the connection destination information is transmitted by using a short message service.

8. The report reception system according to claim 1, wherein the reporter terminal connected by the connection destination information downloads a program and transmits sensor information using the program.

9. The report reception system according to claim 6, wherein the first voice call connection is disconnected when the connection destination information is transmitted to the

reporter terminal, and

a connection with the report receiving terminal is established after the first voice call connection is disconnected.

10. The report reception system according to claim 1, wherein another terminal connected to a network is connectable,

when the second voice call connection is established, the connection control unit performs a second voice call connection between the reporter terminal and the other terminal, and

the connection control unit transfers sensor information acquired by using a sensor of the reporter terminal transmitted from the reporter terminal to the other terminal.

11. The report reception system according to claim 10, wherein the other terminal includes an interpreter terminal used by an interpreter, and

a connection with the interpreter terminal is established on the basis of a manipulation of the reporter terminal.

12. The report reception system according to claim 11, wherein the interpreter terminal is a sign language interpreter terminal manipulated by a sign language interpreter or a foreign language interpreter terminal