

COMMUNITY POLICE AFFAIRS BUREAU

PROTECTING TOKYO - 110 OPERATORS

Call **110** for Emergencies/Accidents
 Call **#9110** for Non-Emergencies

What the operators need to know:

- What's happening?
- Where are you? Are there any landmark stores or buildings? Which floor are you on?
- When did it happen?
- How serious is the damage? Are there any witnesses or injured persons?
- What does the perpetrator look like? Can you tell their gender and/or how old they are? How many of them were there? Which way did they go?

If you don't know where you are, tell us about any landmarks you can see nearby, such as intersections or buildings.

We can also find your location or the location of the incident by the control numbers of traffic signs and signals.

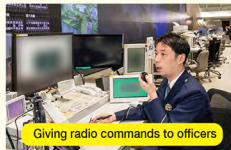
Address plates are attached to some vending machines, utility poles, and buildings.



"Help!" The Communications Command Headquarters of the Tokyo Metropolitan Police Department (TMPD) respond swiftly to emergency calls from citizens. Experienced 110 operators and radio command officers utilize a state-of-the-art system to answer calls and give commands to on-site police officers. The Communications Command Headquarters keep Tokyo safe and secure by responding to 110 calls swiftly and effectively.

Communications Command Center

When a 110 call is received



Scan the 2-D bar code details on Dispatching (only in Japanese).



110 CALL STATISTICS IN 2021

Total number of calls: Approx. **1,870,000**
 Average number of calls per day: Approx. **5,100**
 Most common calls: **Traffic accidents** (Approx. 217,000)

Crimes/Traffic Accidents

Call 110 for emergencies

Call 110 if:

- You've just become a victim of a crime or been involved in a traffic accident.
- You've just witnessed a crime or a traffic accident.

Concerns/Problems

Call #9110 for non-emergencies

- You can also seek advice at police stations.
- When you call #9110, you will be put through to the TMPD General Advisory Center. The operator will determine the nature of your call and reroute you to the appropriate section.

110

#9110