



## PROTECTING TOKYO - 110 OPERATORS

### 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.



### 110 CALL STATISTICS IN 2024

Total number of calls: Approx. 2,110,000  
 Average number of calls per day: Approx. 5,780  
 Most common calls: Traffic accidents (approx. 246,900)

Scan the 2-D bar code for more details on the 110 Dispatching System (only in Japanese).



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

"Help!" The Communications Command Headquarters of the Tokyo Metropolitan Police Department (TMPD) respond swiftly to emergency calls from citizens. Experienced 110 emergency call handlers 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.

## The Process from Receiving a 110 Call to Arresting the Suspect



Receiving emergency calls



Giving radio commands to officers



Heading to the scene



Pursuit by patrol boat



Pursuit by police car



Pursuit by helicopter

### 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.\*section.



Criminal arrests

### 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.

