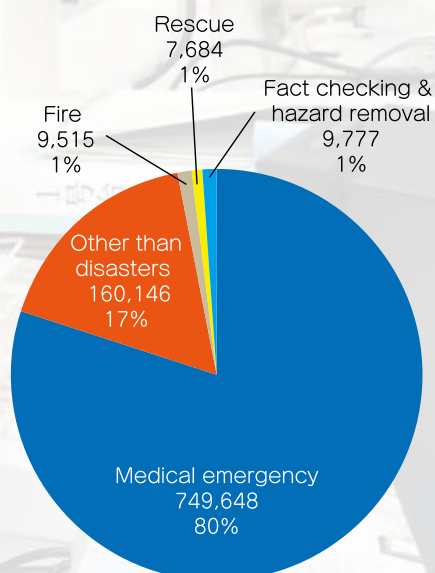


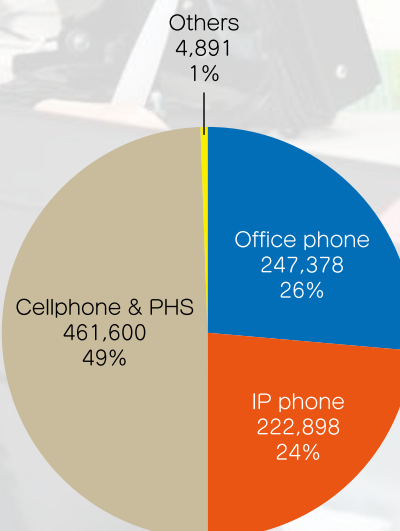


The TFD has two Command & Control Centers (not for Inagi City and the island areas). One is located in Chiyoda Ward, and takes the 1-1-9 emergency calls from within Tokyo's 23 wards. The other in Tachikawa City takes the calls from within the Tama area. In 2017, the Centers received 936,767 calls—about 2,600 calls per day, one call per about 30 seconds. They also take the calls transferred from the police, Internet calls (only from the registrants), and elderly resident calls (only from the registrants). Both Centers play the most important role any time for citizens.

1-1-9 Emergency Calls in 2017



Telephones Used for 1-1-9 Calls in 2017



1-1-9 Call

Responding to Disasters/Incidents

Call Taken

Tokyo Fire Department...
Fire or ambulance?



Dispatching Order



Responding to Emergency



Fire engine



Helicopter



Ambulance
(1 response per about 40 seconds)



Fireboat

1-1-9 Call Examples

FIRE

TFD	Caller
Tokyo Fire Department... Fire or ambulance?	Fire.
Please give the address for the ambulance.	Chiyoda-ku, Otemachi, 1 chome, 3 ban, 5 go desu.
What' s on fire?	The curtain in the living room. (Please describe what is/are burning.)



What if you don't know the address outdoors?

Some public phone booths, self-vending machines, utility poles and building walls have their address on them. Or, you can make sure of the address at a convenience store. In addition, well-known buildings and crossroads' names might tell you the address.

AMBULANCE

TFD	Caller
Tokyo Fire Department... Fire or ambulance?	Ambulance
Please give the address for the ambulance.	Chiyoda-ku, Otemachi, 1 chome, 3 ban, 5 go desu. ○○Apartment Building...Room○.
What' s your emergency?	My father is down and unconscious. (Who got injured/sickened? What happened to the victim?)
Your name, please. (Or the phone number, too.)	My name is ○○○. (My phone number is ○○○-○○○.)



We recommend you to have your address, name, neighborhood landmark and phone number beside the phone.

For more information on 1-1-9 calling, Please visit the TFD Home Page.

