

# Command & Control Center



Two centers receive the 1-1-9 calls from within Tokyo.: the TFD HQ Command and Control Center in Chiyoda Ward (for Tokyo's 23 Wards) and the Tama Command and Control Center in Tachikawa City (for the Tama area). Besides 1-1-9 calls, the centers accept other cases such as the reports from the police and transportation agencies, emergency net calls (Net 119) and the EMS direct reporting system. ※Exc. Inagi City and island areas



1-1-9 Calls

Dispatch Orders

Dispatches (Responses)

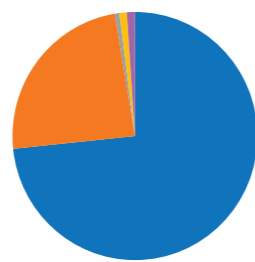
1-1-9 Calls (2021)

# 898,319

※About 2,460 calls per day / one call about every 35 seconds

※Preliminary Figures in 2022: 1,036,645

## Number of 119 Reportings in 2021



- EMS Calls.....659,038
- Other (exc. disasters) 215,642
- Fire.....5,395
- Rescue.....8,768
- Fact checking &...9,476 hazard removal

## 119 Call Response in Multi-Languages

English, Chinese, Korean, Portuguese and Spanish are available in three-way talk via the translation center.

In addition to the oral approach, the Command and Control Centers have the visual information service "Live 119" on smartphone. It allows the center members to check the patients' condition and give first aid advice.

## Live119



Call Calmly from a Safe Place.

## FIRE

TFD	Caller
Tokyo Fire Department... Fire or ambulance?	<b>Fire.</b>
Please give the address.	(e.g.) Chiyoda-ku, Otemachi, O chome, O ban, O go desu.
What's on fire?	(e.g.) 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 buildings have their address on them. Or, you can also make sure of the address at a convenience store. In addition, well-known buildings or crossroads can be clues, too.

## AMBULANCE

TFD	Caller
Tokyo Fire Department... Fire or ambulance?	<b>Ambulance.</b>
Please give the address.	(e.g.) Chiyoda-ku, Otemachi, O chome, O ban, O go desu. OO Apartment Building ... Room O.
What happened?	(e.g.) My father is down and unconscious. * Please describe the situation.
Your name, please. (Ask for the phone number if needed.)	My name is OOO. My phone number is OOOO-OOOO.

Ambulance or not...? Call #7119  
For non-emergency advice, please see page 34.