

# New Taipei City Police Department White Paper on Citizen Services

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## Foreword:

The ultimate purpose of everything the government does is to serve the public, and provide the greatest benefit to citizens. Citizen services are the mainstream value of government administration and “providing citizens with even better services” has always been our objective. New Taipei City Police



Department (NTPD) learned from the approaches of advanced countries around the world in recent years, and adopted the principles and methods of “total quality management” from the industrial sector, combining the service experiences of public and private enterprises to provide “customer-oriented” services. We comprehensively reviewed and improved the quality and measures of police services, in hopes of providing the most appropriate, thorough, and thoughtful services. This is our duty and we will exert every effort to improve the service quality of police officers, so as to provide citizens with the most complete and satisfactory services.

## Introduction

New Taipei City Police Department is subordinate to New Taipei City Government. It is headed by a commissioner, along with three deputies and a chief secretary. The department currently has 8 divisions, namely the Administrative Division, Public Order Division, Training Division,

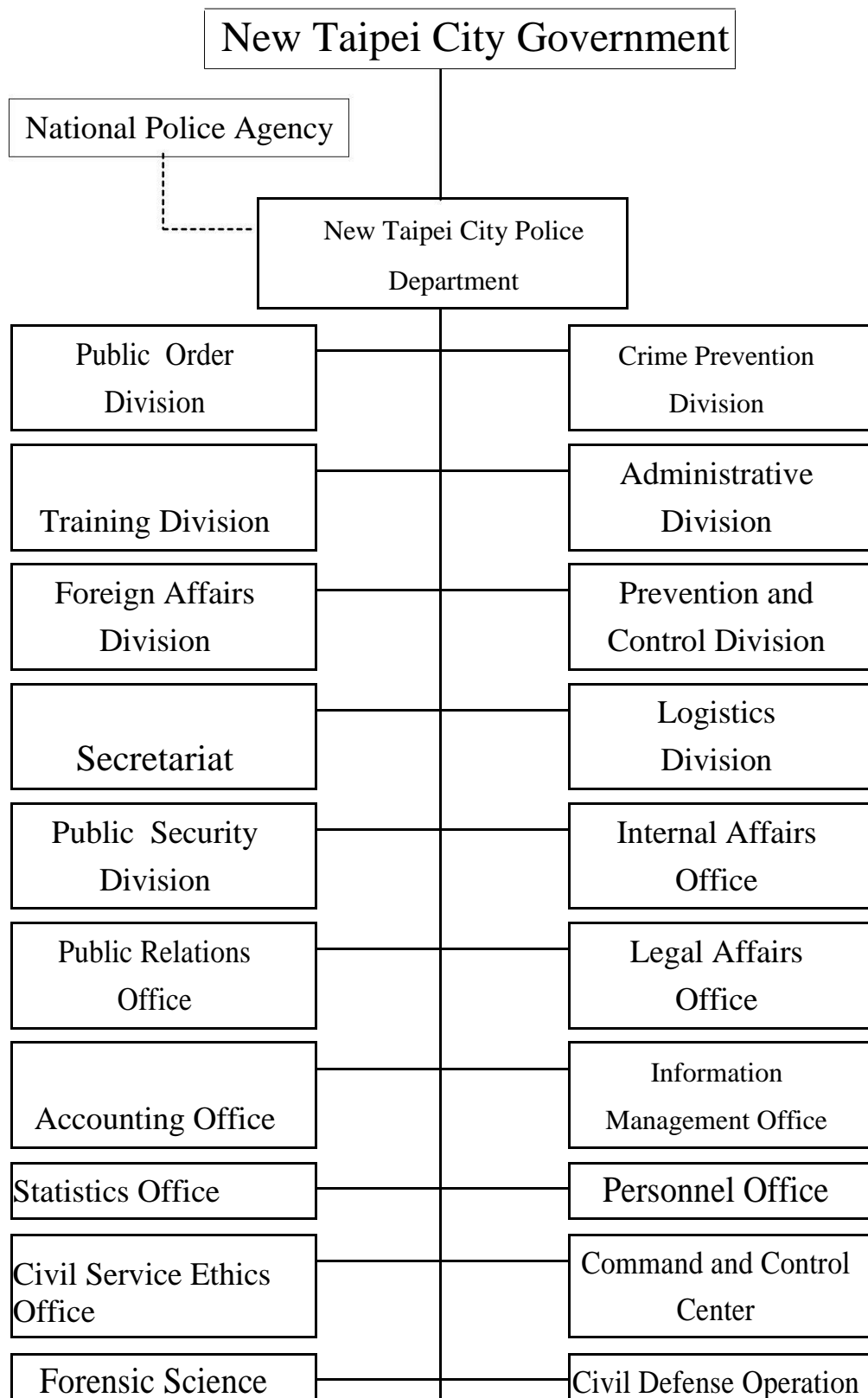


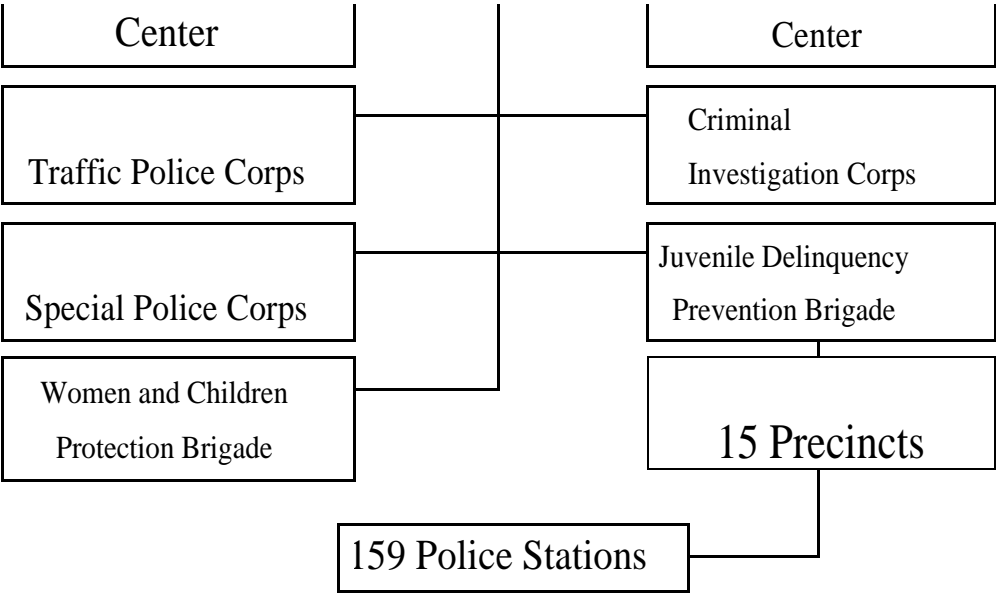
Foreign Affairs Division, Logistics Division, Public Security Division, Prevention and Control Division, and Crime Prevention Division; 9 offices, namely the Internal Affairs Office, Public Relations Office, Secretariat, Information Management Office, Legal Affairs Office, Personnel Office, Civil Service Ethics Office, Accounting Office, and Statistics Office; 3 centers, namely the Command and Control Center,

Forensic Science Center, and Civil Defense Operation Center; 3 corps, namely the Special Police Corps, Traffic Police Corps, and Criminal Investigation Corps; and 2 brigades, namely the Juvenile Delinquency Prevention Brigade and Women and Children Protection Brigade. The department also has 15 precincts, 159 police stations, and 2 mountain checkpoints. The department's total personnel quota is 11,068, the 2017 budget was for 7,897 staff members, and the department currently has 7,408 police officers.

(End of November 2016)

## Organizational Structure:





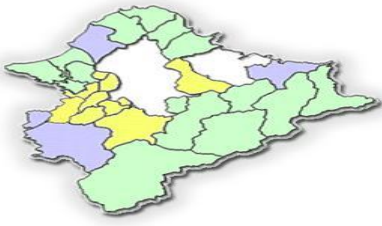
## Tasks and Responsibilities:

Administrative Division	Duty planning, police officer equipment, police uniform, equipment standard, enforcement of offenses against sexual morality, and assistance with general administrative affairs.
Public Order Division	Public safety measure planning and supervision, assembly and parade social order maintenance, volunteer police training and utilization, police work during wartime, assist with military mobilization, self-defense firearm management, knife management, and other public order policy affairs.
Training Division	Police training, academic promotion, and psychological consultation planning, execution, and evaluation.
Public Security Division	1. Household Visitations; 2. Search for missing persons; 3. Mopping Crime Project; 4. Civil defense force organization and training
Foreign Affairs Division	Investigate illegal activities involving foreigners, visitation service in area of responsibility, carry out cooperation and exchange with international police, foreigner (compatriot) and embassy and personal safety, criminal record issuance, and other police affairs involving foreign affairs.
Logistics Division	Asset management, facility maintenance, police equipment maintenance and supply, and other logistics and procurement related affairs.
Prevention and Control Division	Prevent infiltration, prevention and control education, security data collection, airport and harbor emergency response, and other security affairs.
Crime Prevention Division	Community police administration, crime prevention work, promotion and training, financial institution and home safety inspection, and road and community surveillance system management.
Secretariat	Document, file management, seal, confidential document, affairs management, research and evaluation, cashier, and other related secretarial work.
Internal Affairs Office	Police officer complaints, evaluation, education and guidance, investigate violations, consolation and relief for injury or casualty due to performing duty, improve the service attitude of police officers, internal management affairs, various duties, special operations and head of government duty, supervision

	and evaluation of the complaints committee, and other supervision affairs.
Legal Affairs Office	Research, review, organization, compilation, consultation, promotion, and lectures related to laws and regulations on police administration, handle state compensation cases, and deliberation on related laws and regulations.
Public Relations Office	Press release, contact mass media, elected representatives, and public organizations, news collection and processing, police measure promotion, and other public relations affairs of the police.
Information Management Office	Police information system planning and development, computer software and hardware operations, management and maintenance, information education and consultation services, and other information affairs.
Accounting Office	Carry out budgeting and accounting in accordance with the law.
Personnel Office	Carry out personnel management in accordance with the law.
Statistics Office	Compile statistics in accordance with the law.
Civil Service Ethics Office	Investigate corruption and secret leakage cases and promote civil service ethics.
Command and Control Center	Police duty command, dispatch, coordination, contact, and latest security situation, 110 report control and response, and information affairs.
Forensic Science Center	Crime scene investigation, evidence handling, forensics, analysis, bomb duty, image processing, air-powered weapon, DNA and small object identification, and forensic personnel training.
Civil Defense Operation Center	Civil defense operations (duty) planning, execution, drill (training), and communication equipment and remote alarm system management.
Criminal Investigation Corps	Includes an Administrative Section, Internal Affairs Section, Prevention Section, Investigation Section, Judicial Section, Anti-Theft Section, Economics Section, Records Section, Cybercrime Investigation Team, and Command and Control Center, which are separately responsible for investigating crimes, gangs, firearms and narcotics, theft, smuggling, social and economic investigations, monitoring market price, and

	handling violations of the Social Order Maintenance Act; supervising and assisting sections with the investigation of major crimes, and branding bicycles and agricultural tools with serial codes.
Traffic Police Corps	Includes an Administrative Section, Internal Affairs Section, Enforcement Section, Traffic Accident Management Section, General Administration Section, General Affairs Section, Secretariat, Command and Control Center, Accounting Office, and Personnel Office, separately responsible for traffic law enforcement, duty planning, supervision, evaluation, and execution.
Special Police Corps	Includes an Administrative Section, Internal Affairs Section, Logistics Section, Secretariat, Personnel Office, Accounting Office, and Command and Control Center, separately responsible for special operations, guard duty, temporary dispatch, public security, and other duties.
Juvenile Delinquency Prevention Brigade	Includes a Prevention Section, Investigation Section, and Administrative Section, separately responsible for dropouts' affairs, guidance for juveniles, juvenile delinquency prevention, campus safety, and delinquency prevention promotion.
Women and Children Protection Brigade	Includes an Intelligence Section, Administrative Section, Personnel Office, and Accounting Office, separately responsible for sexual assault prevention, domestic violence prevention, children and youth sex trade prevention, sexual harassment prevention, and other affairs related to the protection of women and children.

## Jurisdiction Overview:



1. New Taipei City is located within the Greater Taipei Area, and borders Yilan County to the southeast, Taoyuan County to the southwest, and faces the ocean to the north, covering a total area of 2,052 km<sup>2</sup>. The coastline starts from Maoao Village in Gongliao District to the east and reaches Juiping Village in Linkou District to the west, stretching a total of 126 km.

- The city is divided into 29 administrative districts with a population of some 3.95 million people. Industry and commerce have rapidly developed in the city and brought large numbers of people here for employment. Apartment buildings stand in great numbers. Banqiao, Sanchong, Xinchuang, Luzhou, Shulin, Tucheng, Yonghe, Zhonghe, Xindian, and Xizhi districts have 78% of the city's population, and the highly concentrated foreign population has also brought security issues.



- The area has a dense network of roads, including National Highway No.1, National Highway No.3, Provincial Highway No.1, Provincial Highway No.64, Provincial Highway No.65, **Xinbei Circular Line** Expressway, MRT, and railway (Taiwan High Speed Rail). Over 4 million cars and scooters pass through New Taipei City every day. New Taipei City is adjacent to Taipei City and has 19 important transportation routes, including Taipei Bridge; Danshui, Zhonghe, Xindian, Bannan, Luzhou, and Xinzhuang have MRT stations for transport to Taipei City; transportation is extremely complex. Old roads were improperly planned and are too narrow, and insufficient parking space easily causes traffic jams.



## Current Services:

◎The simple and user-friendly website provides the latest information and application for various services:

Website of New Taipei City Police Department

<https://www.police.ntpc.gov.tw/mp-1.html>

- NTPD formally launched its new website on January 1<sup>st</sup>, 2015 to provide more convenient and user-friendly services. The RWD design allows citizens to experience the wide variety of friendly services the website has to offer on their computer, smart phone, or tablet PC.
- Information services on the website include About NTPD, Services, News, Prevention Promotion, Feedback, and Links.
- A mobile version of the website is available for citizens to browse the website and

apply online for services using their smart devices. The children's version has phonetic symbols and interactive games for children; the English version provides service information to foreigners.

4. Citizens can make online applications and inquiries using services provided on the website (33 services are currently available for online application).



## ◎ Mobile police “iPolice”

The fourth version of New Taipei City Police Department’s smart phone App “iPolice” was released to provide “the most convenient,” “highly efficient,” and “immediately accessible” police services, creating a high-tech smart safety network.



The fourth version “iPolice” provides eight services, including speech sound navigation, report a violation, mobile police, transportation, application service, service location, police service, and quick dial (110,165, 113, report via message, and traffic situation notification). Citizens can download “iPolice” for free from the App Store or Google Play.



## ◎ 110 Command and Control Center Provides You with Around the Clock Protection

The Command and Control Center is responsible for police duty operations, command, communication, and control. NTPD implemented the “110 Command and Control System Integration” flagship project in 2012, which was expanded in 2014 and established “police motorcycle GPS equipment.” When the Command and Control Center receives a report, it integrates information like the caller’s number (ANI) and address (ALI), with the positioning function of M-Police mobile devices and CCTV road surveillance system to find police officers that are on patrol, and dispatch

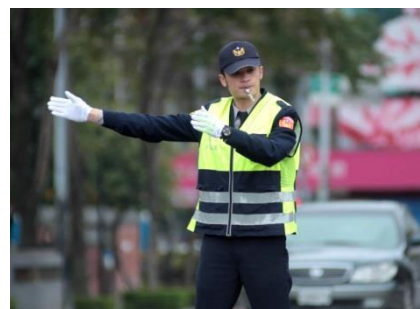


police officers based on the display of the GIS map to quickly arrive at the scene, shortening the waiting time of citizens. Furthermore, NTPD established a video conference report system on October 1<sup>st</sup>, 2016, providing additional channels for citizens to report cases using the iPolice App downloaded from their smart phone and the

110 report system, achieving “police at your side whenever needed.” In light of the increasing demand on 110, NTPD implemented a 110 call distribution mechanism in December 2013 to strengthen emergency backup and improve citizen services. The mechanism ensures that no 110 calls will be missed. The main work of the police is to “maintain public security and traffic order” and “assist with the handling of emergencies.” 110 Command and Control Center is responsible for receiving calls reporting cases and dispatching police officers on patrol, providing around the clock service. Just one call and dedicated personnel dispatched by the 110 report counter of NTPD will immediately be there to serve you.

## ◎ Helping you resolve traffic issues – Protecting your right to transport

In order to maintain traffic order in New Taipei City and provide you with a smoother and safer trip, we have traffic police or volunteer police at each intersection during rush hours to direct the traffic and



reduce traffic jams.

## ◎Application for “Police Criminal Record Certificate”

NTPD accepts “Police Criminal Record Certificate” applications from citizens and persons that have resided (temporarily) in Taiwan in accordance with the “Act Governing Issuance of Police Criminal Record Certificates,” checking if they have any criminal records in Taiwan and issuing a certificate. One-stop service is provided for greater convenience and



applications are accepted online and via fax or mail. NTPD is the first to allow citizens to apply at the Prevention and Control Section of each precinct; the service is expanded to 8:00 P.M. each Wednesday at NTPD. For applicants who submit their application in person, the certificate is issued within 0.5 work days (the wait time is still 3 work days for applications online and via fax or mail or

at each precinct; wait time does not apply to persons involved in ongoing investigations), in hopes of achieving friendly, convenient, and streamlined citizen services.

## ◎ Eradicating Gangs from the Society

NTPD is actively implementing the “Chiping Anti-Gangster Program” in accordance with the Criminal Code of the Republic of China and Organized Crime Prevention Act, thoroughly investigating gangs within its jurisdiction, as well as industries that are prone to being infiltrated by gangsters. Citizens who are victimized by gangsters should bravely report them to the NTPD, hotline: (02) 82217695, fax: (02) 82217659, e-mail: [tcp2162@ntpd.gov.tw](mailto:tcp2162@ntpd.gov.tw). Your identity will be kept a secret. Please use the channels to jointly fight against crime and maintain public security in New Taipei City.





## ◎ “One-stop Service” for Reporting Criminal Cases



Citizens can call 110 or report a case to their nearest police station regardless of where the case occurred, and all police stations will handle the case. We require all police officers to actively handle your case, thoroughly preventing criminal cases from being concealed. NTPD issues triplicate forms for crime reports upon receiving a report, and citizens can check the progress of their case online after 2 days (<http://www.npa.gov.tw>). If citizens cannot find their case, they may directly report the case in writing or contact us at the email on the website of the Criminal Investigation Bureau (<http://www.cib.gov.tw>).

## ◎ Free serial code branding for bicycles and agricultural tools

NTPD provides anti-theft stickers for bicycles and registration of the owner's information to help identify bicycles, providing better theft prevention for bicycles. This service has received excellent feedback from bike riders since it was offered. Furthermore, in light of the frequent theft of agricultural tools farmers in central and southern Taiwan rely on for livelihood, NTPD provides free branding of agricultural tools to reduce the theft rate and benefit farmers. Please bring your ID card to any precinct (police station) under NTPD for free branding service for your bicycle or agricultural tools.

## ◎ Principles for Handling Assembly and Parade

Applications from individuals or organizations for assembly or parade are carefully reviewed by the NTPD in accordance with the Assembly and



Parade Act, so as to protect citizens' right to assembly and parade. NTPD maintains a neutral position based on the principle of “securing the legal, stopping the illegal, and preventing violence,” as it maintains safety and order during an assembly. According to Paragraph 1 of Article 9 of the Assembly and

Parade Act, an application must be submitted to the police precinct with jurisdiction 6 days before the day (not included) of the assembly or parade; (if the assembly or parade crosses districts), the application must be submitted to NTPD. Please take an application form from the police precinct with jurisdiction or download the form from the website of NTPD.

## © Jointly Protecting Children

Children and the youth are our future. To better protect children and the youth during winter vacation and the Chinese New Year holidays, if you discover any children or youth being neglected, please provide information and report high risk families, and the government will intervene to provide assistance. High risk families have the following characteristics:

1. Family relations are chaotic or members are in conflict.
2. The main caretaker has mental illness, alcohol addiction, or drug addiction and has not (continued to) seek medical attention.
3. The main caretaker is at risk of suicide.
4. The family is in poverty, single parent, skip-generation family, or other unfavorable factors.
5. Involuntarily unemployed or repeatedly unemployed.
6. The family's bread winner becomes deceased, leaves, becomes severely ill, or is imprisoned.

## ◎How to report high risk families?

### 1. Methods for reporting high risk families:

(1) Report by phone: 113 protection hotline or call the high risk family service and management center of New Taipei City Government at: 8968-2380, fax: 8968-2381.

(2) Report online: Report a high risk family on the “e-care” website of the Ministry of Health and Welfare at: <http://ecare.mohw.gov.tw>

2. Education, health, civil affairs, and labor affairs departments notify the high risk family service and management center of New Taipei City Government or use the “e-care” website of the Ministry of Health and Welfare.

3. Police department reports the case online using the “women and children safety online reporting system” of the police knowledge website.

## ◎Stay away from domestic violence for a better life:

Victims of domestic violence often endure it silently and give up any opportunity to seek assistance, resulting in the domestic violence becoming more severe putting themselves in a cycle of violence. Victims should immediately seek help to prevent this cycle of violence from occurring and avoid becoming a victim again. The specialized resources of each unit can provide both parties with necessary assistance.



◎Channels for domestic violence victims to seek help: National Protection Hotline 113, Male-care Hotline 0800-013-999, Foreign Spouse Protection Hotline 0800-088-885, White Ribbon Anti-Violence Learning Hotline (02) 2288-9425.

## ◎Women and children safety promotion, free self-defense lessons

The Women and Children Protection Brigade of NTPD actively visits campuses, communities, and organizations to promote women and children safety and provide self-defense lessons, including how to prevent domestic violence, sexual harassment, and sexual assault, as

well as basic concepts and legal knowledge of children protection. Citizens with need of such lessons may consult the Women and Children Protection Brigade, or apply on the brigade's website and fill out the date, time, and lesson.

\*Women and Children Protection Brigade Hotline: 02-22286033 ext.8; feel free to call for any domestic violence, sexual assault, sexual harassment, and children protection cases, and we will do everything we can to serve you.



## ◎ Stepping up patrol services when citizens are away from home

When you are abroad or away from home, visiting a friend, or only elderly, woman, or children are at home, it is inevitable to worry about theft (or home safety) during your journey. To ensure the security of your home and to prevent theft, citizens of New Taipei City can call 110, the telephone number of the Command and Control Center of each precinct, or directly submit an application to a precinct (police station), and we will frequently send police officers to patrol the area and protect your home safety, so that you can travel with peace of mind. (the 110 case reporting system provides around the clock services).



## ◎Mobile Police Station

Mobile police forces named “mobile police station” are set up within NTPD’s jurisdiction at tourist attractions, important roads, crowded areas, venues of events organized by the city government, designated locations, and other locations that require public security, traffic, and citizen services, carrying out patrol, neighborhood watch, and traffic dispersion; the police duties quickly and effectively maintain public security and traffic order, making active contact with citizens to provide high quality services and care, building a good image of the police, and improving the quality of citizen services.



## ◎Protecting the safety of citizens making large withdrawals

Citizens may call “110” to apply for a police escort when making large withdrawals to protect their safety, to prevent robbery and theft and to ensure their asset safety.



## ◎New Taipei City Government Youth Counseling Committee

Hotline: Please call 02-29557218 if you have any questions regarding juvenile deviant behavior or juvenile delinquency related laws.



## ◎Stepping up search for missing persons

To provide high quality services and step up search for missing persons, NTPD immediately takes any missing persons’ cases regardless of jurisdiction, and





empathizes with citizens in rapidly handling the case, showing concern and consolation at appropriate times. NTPD organizes annual training to comprehensively improve the ability and search techniques of police officers in missing persons cases, aiming to make police officers familiar with the work to provide convenience and quickly find the missing person with their improved search techniques, bringing families back together. This shows the police's great effort to serve citizens and improves the police's image.

### ◎Protecting citizens' homes from theft

To protect the safety of citizens' residences and strengthen their awareness of theft prevention, NTPD specially planned and provided "home safety self-evaluation forms" and information on residential theft-prevention. Citizens can download the forms from our website or receive one from a police officer serving in their community. NTPD's anti-theft consultant will contact residents and make an appointment for theft-prevention consultation and provide information of related services.



### ◎Selecting civil defense, volunteer police to assist with maintaining public security

NTPD selects individuals who are at least 20 years old but less than 70 years old with good moral character to serve as civil defense volunteer police, assisting with maintaining public security. The volunteers are trained once to twice a year to provide legal knowledge, techniques when on duty, and essentials of work. Each precinct utilizes volunteer police for community and small area patrol based on the characteristics of its jurisdiction and its police force, as well as the public security situation. Volunteer police can assist the police with maintaining public security in the

area.

## ◎Opening offices to visits by agencies, schools, and organizations

Subordinate units of NTPD open their offices for visits by agencies, schools, and organizations, so as to promote crime prevention, provide citizen services, improve the police's image, and build good relations between the police and citizens. This brings citizens closer to police and allows them to understand the efforts of police agencies.



## ◎Mounted Police Service Items

NTPD formed the mounted police in April 2003 to increase mobile police officers, implement diverse ways of police duty, and promote tourism. Mounted police are currently on duty at Tamsui Fisherman's Wharf, New Banqiao Station District (from 15:00 to 17:00 during weekdays, and same as other locations during holidays), the Left Bank Park, and Yingge Old Street from 9:00 to 11:00



and 15:00 to 17:00 during the weekend and national holidays; visitors will be able to see the heroic bearing of mounted police officers if the weather permits. The main tasks of mounted police are as follows:

- (1) Crime prevention: Mounted police go on patrol and investigate any suspicious people, places, events, and objects to prevent criminal cases from occurring.
- (2) Maintain security: Mounted police can overcome landform barriers because they are mounted high up and mobile, which enables them to carry out crime prevention at scenic spots during the holidays when there are large crowds, protecting citizens' assets and vehicle safety.
- (3) Citizen services: Mounted police answer questions, receive oral reports, settle disputes, and provide citizen services.
- (4) Maintain order: Mounted police advise, prohibit, and enforce violations of the Road Traffic Management and Penalty Act, social order, and good morals.
- (5) Handle incidents: Receive orders or directly handle violations of the Social

Order Maintenance Act and criminal cases.



Mounted police at New Banqiao Station District

NTPD is the first in the country to form a mounted police brigade, which uses the mobility of horses to maintain public security, direct traffic, and provide citizen services, diversifying how police duty is performed. The appeal of horses and performances during events bring the police closer to citizens and energize the city.



Mounted police on duty at Ho-hai-yan Rock Festival



Mounted police of NTPD are currently on duty at Tamsui Fisherman's Wharf, New Banqiao Station District, the Left Bank Park, and Yingge Old Street; besides performing duties from 9:00 to 11:00 and 15:00 to 17:00 during the weekend and national holidays, the mounted police are also on duty at New Banqiao Station District from 15:00 to 17:00 during weekdays.



Mounted police interacting with citizens



Christmas Parade

## ◎Establishing a road traffic accident information system

NTPD planned and established the “road traffic accident information system” to improve the quality of handling traffic accidents, hoping to store data in electronic form for online inquiries, statistical analysis, and data access efficiency. The system was formally launched in 2006 and document operations of traffic accidents is now completely digital, providing citizens with online access to information of traffic accidents, including scene of traffic accident, photos of the site, and traffic accident

initial analysis form, improving the quality of handling traffic accidents and citizen services.

## Current Service Standards:

◎One-stop service is provided for greater convenience when applying for a Police Criminal Record Certificate, and applications are accepted online and via fax or mail. Applicants that are applying in person should bring original ID documents (ID card, passport, or household certificate); please bring your passport if the Police Criminal Record Certificate will be used overseas. Applicants may authorize others to apply for them (must attach the original ID card of the authorized person and letter of authorization). NTPD is the first to allow citizens to apply at the Prevention and Control Section of each precinct. For applicants who submit their application in person, the certificate is issued within 0.5 work days (the wait time is still 3 work days for applications online and via fax or mail or at each precinct; wait time does not apply to persons involved in ongoing investigations), in hopes of achieving friendly, convenient, and streamlined citizen services.

◎NTPD demands all staff members to answer phone calls as fast as possible, and report their unit and name and greet the caller, say goodbye or something polite. Service personnel must speak clearly, friendly, and patiently to explain matters in detail and to actively notify citizens.

◎No matter when or where, please call “110” whenever you need us and we will immediately help you resolve any difficulty you have. You can forget any phone number, but make sure to remember “110” for your own protection.

◎NTPD demands all units to actively handle all cases and emphasize service attitude, do not let the case reporter or victim wait too long, implementing the spirit of citizen services.

◎When we receive a report of a traffic accident, we always immediately notify police officers on duty or standing by and have them arrive at the scene within 15 minutes to handle the accident.

◎The joint service center of NTPD’s Traffic Police Corps has three service counters that provide the following services: taxi practice registration certificate, application for temporary permit for trucks, traffic accident inquiry, application, and consultation, sign language video conference service. At present, one-stop service is provided with a computer voice calling system, significantly



shortening the wait time for citizens; on average each case is processed for 5 minutes; also, services are provided during noontime to improve the quality and image of citizen services.

◎ To resolve the issue of parking when taxi drivers are applying for a registration of practice, NTPD set 6 designated parking spaces for taxis in front of the SUM used car dealership across from the General Building, providing free parking (limited to 30 minutes each time to increase utilization rate). The abovementioned road section also has other parking spaces for general drivers to park; inspection of registration certificate only takes 5 minutes.



◎ To maintain traffic order and provide a smoother driving experience in New Taipei City, any suggestion is welcome at any time via the toll-free hotline: 0800261077, fax: (02)22259997 for us to immediately serve citizens and drivers, help us understand traffic bottlenecks or how to improve traffic facilities, and we will directly resolve your issue or report the issue to the competent authority.

◎ The Traffic Police Corps and traffic accident section (including traffic police brigades and police stations) of each precinct began accepting applications for the triplicate form for registration of persons involved in traffic accidents, drawings of the scene, photos of the scene, and traffic accident initial analysis form starting on January 1<sup>st</sup>, 2004; please call (02)22255999 ext.4555 if you have any questions.

## Channels for Appeals and Suggestions:

When you need to appeal or make a suggestion, please fill out an appeal or suggestion form (specify your name, address, and the appeal or suggestion) or make an oral appeal or suggestion (the staff member receiving the appeal or suggestion will document it and ask you to sign for confirmation before processing the appeal or suggestion.)



NTPD receives appeals and suggestions from letters, phone, fax, e-mail (mailbox of the President of the R.O.C., mailbox of presidents of each Yuan, mailbox of ministers, mailbox of the mayor, mailbox of the director-general, mailbox of the commissioner, etc.), in person, transferred from other agencies, and media. Contents and scope of

appeals and suggestions are as follows:

- ◎ Suggestions for improvement in administration.
- ◎ Inquiry about administrative laws and regulations
- ◎ Report administrative mistakes
- ◎ Protect administrative rights and interests

## How your appeals and suggestions are handled:



After we receive an appeal, we will designate a staff member to register and control the case, and send the case by e-mail to each department, in which appeals sent to the director-general's mailbox will be replied within 3 days and appeals sent to the commissioner's mailbox will be replied within 6 days. An appointment, hearing, or on-site investigation may be necessary depending on your appeal.

## Approach to future improvement:

In the future, we will constantly review and revise laws and regulations that are no longer appropriate, simplify application forms and procedures, shorten the workflow, and demand all personnel have self-expectations, care, enthusiasm, willingness, and competency to provide considerate and effective services. Specific measures are as follows:

### ◎ Anti-corruption:

NTPD requires all police officers to actively serve citizens, and strictly prohibits police officers from receiving any gifts, invitations, and influence peddling, further handle affairs based on the principle of “no desire and no gain” to improve the image of state power and build the image of civil servants being corruption-free and selfless (anti-corruption hotline: 0800-880958;



mailbox for reporting a case: Box No.7-160 of Banqiao District Post Office).

### ◎ Quick and Clear:

Simplify administrative operating procedures and workflows, application forms, and required documents. Establish “Legal Person or Organization Application Processing Deadlines” and “Standard Operating Procedures” and provide them on the NTPD’s website.

### ◎ Active and Friendly:

A “designated desk and chair for case reporters” with a clear sign are provided in each precinct and police station of NTPD, service equipment and measures were added to green and beautify the office environment, reading materials are provided for citizens, and “please have a seat” and “offering tea” were implemented to improve service quality and relations between police and citizens. Supervisors practice management and service by walking around, monitoring the situation of the service site and

providing timely assistance to citizens. Service measures are further improved through the NTPD’s website, public security meetings, police service station, and mass media.

Police service measures are especially important in an era of public service. NTPD established the administrative quality policy of “prioritize public security, smooth transportation, and top quality service,” and carries out duties and affairs of

citizen services based on the principle of “standard, procedure, and document.” NTPD received the 5<sup>th</sup> Government Service Quality Award for First-Line Service Agencies from the Executive Yuan in 2013, and hopes to achieve quality system and performance indicators under the existing work environment, while aiming to improve police management and service quality, providing more thoughtful and efficient services.

## Vision:

Maintaining public security and protecting the lives and assets of New Taipei City



citizens is one of the most important work items of New Taipei City Government, and also the common expectation of all citizens. In light of the recent domestic situation and sluggish economy, crimes are constantly being committed, and NTPD formulated numerous crime prevention and investigation measures based on the situation to prevent the socioeconomic situation from negatively impacting public security in New Taipei City. NTPD proposed 6 priority development strategies for maintaining public security:

In “stepping up the fight against crime and effectively maintaining social security”: NTPD formulated numerous crime investigation measures, such as “step up anti-theft for vehicles and scooters,” “comprehensive seizure of illegal firearms,” “root out drugs,” “step up investigation into offenses of usury and violent debt collection,” “fight cybercrime,” “investigate fraud,” “fight human trafficking,” and “wipe out gambling video games,” forming a flexible and mobile “quick response special police unit” to immediately arrive at the scene to fight against crime, in hopes of effectively maintaining social security, protecting the lives and assets of citizens, and creating a safe living environment.

In “strengthening crime prevention and effectively reducing crime victims”: NTPD actively carries out “crime prevention promotion,” “home anti-theft consultation and evaluation,” strengthen “financial institution security evaluation,” prevent offenders on probation from repeat offense, continue to step up “investigation of fugitives” and “eliminate gangs.”



In the “prevention of narcotics hazard”: Actively carry out promotions and alternative therapy; actively analyze fraud methods to prevent citizens from becoming victims; the first to offer “bicycle serial number branding service” to prevent bicycles from being stolen.

In “stepping up traffic law enforcement to maintain traffic safety”: NTPD formulated the improvement measures “improve law enforcement quality,” “eliminate hazard factors,” “improve citizen services,” “protect citizens’ rights,” and “quick arrival,”

aiming to improve the quality of traffic law enforcement in hopes of “creating a safe and smooth traffic environment.”

In “protecting and caring for the disadvantaged and creating safe community environments”: Improve reporting of high risk families and promote women and children safety and domestic violence prevention to improve women and children safety; assist with the search for dropouts, promote juvenile delinquency prevention, step up juvenile protection during winter and summer vacation, and clean up the environment the youth grow up in to improve youth protection and counseling results; strengthen community security meeting functions, police officers discover the disadvantaged while on duty, notify social welfare organizations to provide assistance, and combine civil resources to jointly create a safe community environment.

In “reinforcing the police force to create a good image”: Replenish the police force, improve benefits for police officers, enhance the professional capabilities of police officers, and raise police morale; in “creating a good image of police” NTPD aims to build a corruption-free,



competent, and just police force, improving services to create a better image of the police.

In “integrating resources and improving police service performance”: NTPD utilizes modern equipment and technology to effectively integrate information and improve the quality of police services; laboratory certification is carried out to improve the quality of forensics; an information security management system was adopted to strengthen the security of police information; a GIS and crime data management system was developed to assist with duty planning; a total of 24,773 surveillance cameras will be installed in the surveillance system of New Taipei City, helping maintain public security and eliminate any blind spots; to improve the work environment of police officers, a building renovation plan was formulated to improve the service environment and provide higher quality services.

Observing long-term trends, NTPD serves both case clearance and crime prevention functions, placing equal emphasis on investigation and prevention. NTPD has

improved its investigation skills from “responsive” to “preemptive” strategies to improve the investigation and prevention skills of police officers. Police force reinforcement and duty deployment are carried out under the objectives of “modernized police work, technology-based investigation, quick response to crimes, and crime prevention in communities,” comprehensively implementing measures to maintain public security and investigate and prevent crimes, in hopes of presenting excellent results to New Taipei City citizens.

## Conclusion:

Facing the era of public service, police services are especially important. NTPD implemented various service measures to provide greater convenience, simplified standard operating procedures, and adopted customer-oriented service concepts in hopes of providing New Taipei City citizens with convenient, effective, and complete police services under the policy of “prioritize public security, emphasize traffic safety, and top quality service.” NTPD also proposed actual action under the objective to “fight against crime, upgrade security, and strengthen services” based on the strategy of priority development, hoping to build New Taipei City into a “safe city suitable for living” and meet the expectations of nearly 4 million people, developing towards a “happy, beautiful, and safe New Taipei City.”



## Appendix

### Contact Information for reporting a case to NTPD:

Unit	Phone Number	Address
NTPD	02-80725454 transfer to each unit	No.32, Fuzhong Rd., Banqiao District, New Taipei City
NTPD Command and Control Center	02-29660251 02-29660252 02-29660253	No.32, Fuzhong Rd., Banqiao District, New Taipei City
Criminal Investigation Corps	02-8024-3033 ext.5671 5674 02-8221-7695	No.176, Minan St., Zhonghe District, New Taipei City
Traffic Police Corps	02-80725454 ext.4666-8 02-22255999 ext.9 02-22259995 ext.9	No.1167, Zhongzheng Rd., Zhonghe District, New Taipei City (4F of the General Building)
Special Police Corps	02-80725454 ext.5410 02-22252620 transfer to each section	No.1167, Zhongzheng Rd., Zhonghe District, New Taipei City (4F of the General Building)
Juvenile Delinquency Prevention Brigade	02-22665750 02-22665710	5F, No.22, Heping Rd., Tucheng District, New Taipei City
Women and Children Protection Brigade	02-80725454 ext.5556 02-22286033 ext.8	No.1167, Zhongzheng Rd., Zhonghe District, New Taipei City (8F of the General Building)
Banqiao Precinct Command and Control Center	02-29699512 02-29681800	No.52, Sec.1, Wenhua Rd., Banqiao District, New Taipei City
Haishan Precinct Command and Control Center	02-29640322 02-29640323	No.195, Hansheng E. Rd., Banqiao District, New Taipei City
Xinzhuang Precinct Command and Control Center	02-22766297 02-29924034	No.150, Zhongzheng Rd., Xinzhuang District, New Taipei City
Sanchong Precinct Command and Control Center	02-89818900 02-89819908	No.147, Sec.3, Chongxin Rd., Sanchong District, New Taipei City
Zhonghe Precinct	02-22456227	No.30, Yuentung Rd., Zhonghe

Command and Control Center	02-22498950	District, New Taipei City
Yonghe Precinct Command and Control Center	02-29213119 02-29213887	No.198, Zhulin Rd., Yonghe District, New Taipei City
Xindian Precinct Command and Control Center	02-29111170 02-29110041	No.86, Sec.1, Beixin Rd., Xindian District, New Taipei City
Luzhou Precinct Command and Control Center	02-22810555 02-22810140	No.609, Sanmin Rd., Luzhou District, New Taipei City
Tucheng Precinct	02-22665937	No.22, Heping Rd., Tucheng District, New Taipei City

Duty Command Center	02-22665929	
Shulin Precinct Command and Control Center	02-26812101 02-26812102	No.283, Sec.1, Baoan St., Shulin District, New Taipei City
Danshui Precinct Command and Control Center	02-26212069 02-26224330	No.229, Zhongzheng Rd., Danshui District, New Taipei City
Xizhi Precinct Command and Control Center	02-26412610 02-26412642	No.1, Minsheng Rd., Xizhi Rd., New Taipei City
Sanxia Precinct Command and Control Center	02-26738531 02-26711796	No.48, Sec.1, Zhongzheng Rd., Sanxia District, New Taipei City
Jinshan Precinct Command and Control Center	02-24986532 02-24986544	No.65, Minsheng Rd., Jinshan District, New Taipei City
Ruifang Precinct Command and Control Center	02-24062602 02-24062603	No.25, Sec.3, Mingdeng Rd., Ruifang District, New Taipei City



## Must-knows for Persons Involved in Traffic Accidents:

**Do not panic if you are in a traffic accident. You must know your rights!**

### \*Reminders for handling a traffic accident:

1. Please describe the event to the police and inform the police if any vehicle or injured person was moved.
2. Assist police officers with verifying important evidence on the site (such as skid marks and scud marks).
3. Request a sobriety test from the police officer.
4. Examine the scene drawings and statement in detail before signing.
5. Vehicles involved in the accident may be temporarily impounded (limited to 3 months). This limit does not apply to vehicles impounded under the Code of Criminal Procedure. An invoice should be issued in both cases.
6. Please request a “registration form for persons involved in a traffic accident” on the spot.

### \*Reminders after a traffic accident:

1. Apply to the police department for the following documents: Download application forms for the Traffic Accident Initial Analysis Form at the NTPD website/Application for Services, fill out the application form specifying the police station where the form will be collected, and then mail, e-mail, or fax the application form to the Traffic Police Corps of NTPD (address: No.1167, Zhongzheng Rd., Zhonghe District, New Taipei City). Citizens can also go to any police station and request an officer download the “traffic accident data application form,” fill out the application form specifying the police station where the form will be collected, and then mail, e-mail, or fax the application form to the Traffic Police Corps of NTPD.

Scene of traffic accident (after 7 days).

Photos of traffic accident (after 7 days).

Traffic Accident Initial Analysis Form (application may be made at any time after the accident).

2. Report an insurance claim to the insurance company (within 5 days), or apply to the Motor Vehicle Accident Compensation Fund for compensation (toll-free hotline 0800-565-678).
3. Apply to New Taipei City Government Traffic Adjudication Office (address: 2F, No.143, Sec.1, Banqiao District, New Taipei City, tel: 02-89786101 ext.510) to determine cause of accident (within 6 months).

4. How to handle a traffic accident:

Out-of-court settlement, file for mediation with the Mediation Committee, or file a lawsuit (criminal cases must be filed within 6 months and civil cases must be filed within 2 years).

5. Service Information:

Name and telephone number of responsible personnel:

**New Taipei City Police Department Cares About You**