

## New Taipei City Police Department White Paper on Public Services

### Table of Contents

<b>NTPD Profile:</b> .....	2
<b>Responsibilities of the divisions, offices, corps/brigades, and centers</b> .....	4
<b>Jurisdiction Overview:</b> .....	6
<b>Services Currently Provided:</b> .....	7
◎ Official Website for Public Browsing and Service Application.....	7
◎ Assistance with Traffic-related Problems – Protection of Citizens’ Right to Travel .....	8
◎ “Police Criminal Record Certificate” Application.....	8
◎ Elimination of Organized Crime.....	8
◎ “One Stop Window” Service for Crime Reporting.....	9
◎ Free-of-charge Anti-theft Branding on Motorcycles, Bicycles, and Farming Equipment.....	9
◎ Handling of Assemblies and Parades .....	9
◎ Protection of Safety of Women and Children: Better a near neighbor than a distant cousin – People are encouraged to mind more than one’s own business sometimes .....	10
◎ Checkup on Vacant Homes .....	10
◎ Mobile Police Stations .....	11
◎ Protection for Citizens Making Large Bank Withdrawals or Deposits.....	11
◎ Teenager Appeal Hotline – Assistance with Legal Questions and Filing of Appeals .....	11
◎ Protection of Schoolchildren Going to and out of School .....	11
◎ Missing Person Search.....	11
◎ Protection of Private Homes – Promotion of Home Safety Assessment .....	12
◎ Posse and Voluntary Police Recruitment to Assist in Public Security Maintenance .....	12
◎ Guided Tours in NTPD Facilities for Public Agencies, Schools and Groups.....	12
◎ Services of the Bicycle Police Brigade.....	12
◎ Services of the Mounted Police Brigade.....	13
◎ The Electronic Traffic Accident Information System .....	13
<b>Service Standards:</b> .....	14
<b>Public Information Service</b> .....	15
<b>Handling of Petitions and Suggestions:</b> .....	16
<b>Future Innovative Efforts:</b> .....	16
<b>Vision of NTPD:</b> .....	17
<b>Afterword:</b> .....	17
Phone numbers and addresses of NTPD units for crime reporting and service application.....	18

## **Foreword:**

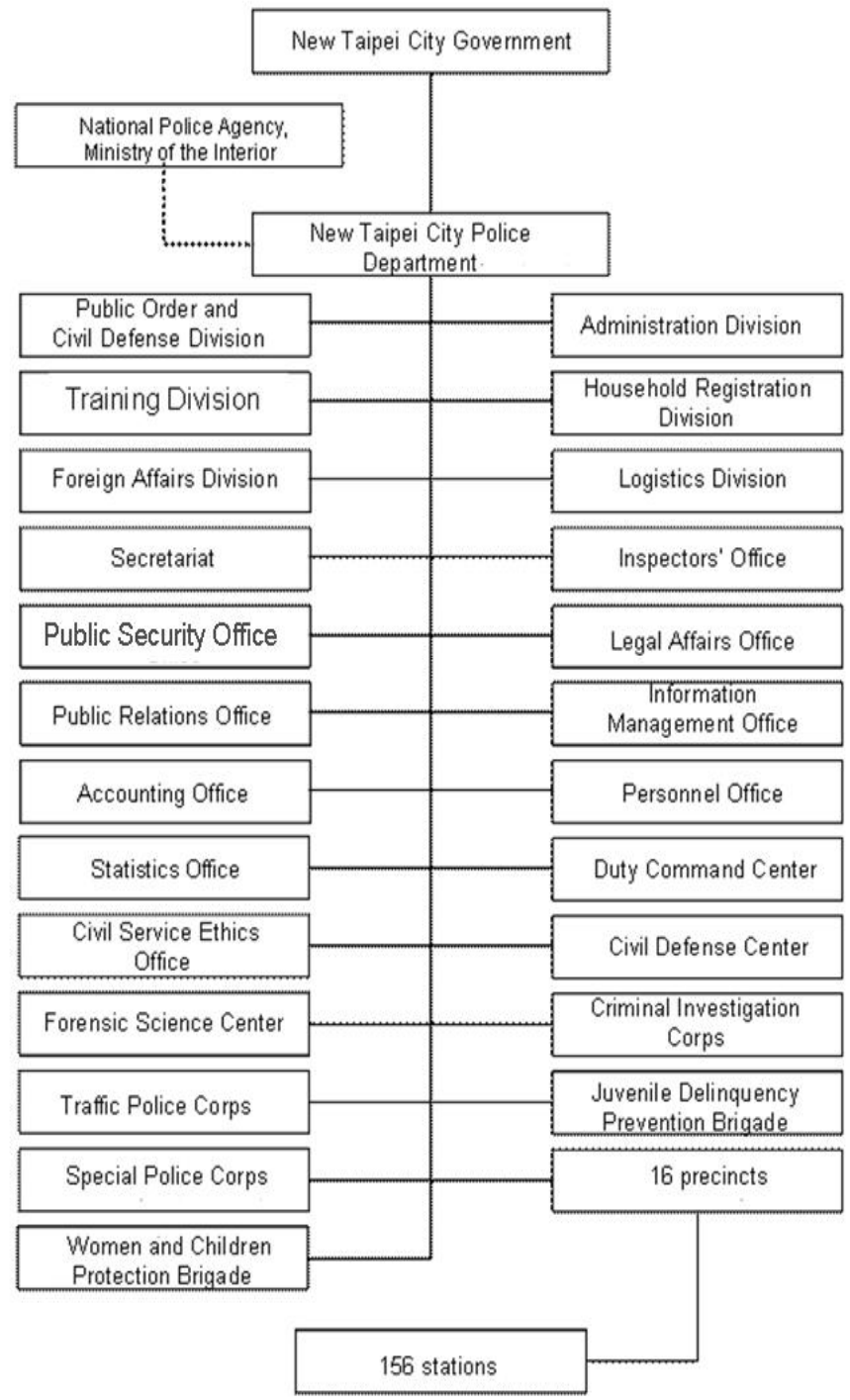
Police exist because the society needs them. The chief function is to serve and protect the people. A minor matter of a citizen is a significant task for the police. It is the obligation of New Taipei City Police Department (NTPD) to guard the life, safety, and property of the public and maintain public security. We regard the people as our customers and continue to improve ourselves to provide the finest services.

The end purpose of everything the government does is to serve and create the maximum welfare for the people and this is exactly the mainstream value of the current administration. It has always been the goal of the entire staff of NTPD to “provide better services to the public.” After studying the related practices in various developed countries in recent years, NTPD has adopted the concept and approach of “Total Quality Management” applied in the business sector and combined the public service experiences of governments and private enterprises to provide “customer-oriented” services. NTPD will continue to reexamine and improve the quality of its services and practices in the hope of providing the residents of New Taipei City with the finest and the most considerate services.

## **NTPD Profile:**

NTPD operates under the direction of New Taipei City Government. The Commissioner is in charge of the Department under the supervision of the Mayor. There are three deputy commissioners and one chief secretary to assist the Commissioner with administrative work. Underneath are six divisions – Administration, Public Order and Civil Defense, Foreign Affairs, Household Registration, Logistics, and Training – and 10 offices – the Secretariat, Inspectors’ Office, Public Security, Legal Affairs, Public Relations, Information Management, Civil Service Ethics, Accounting, Statistics, and Personnel. There are also three centers – Duty Command, Civil Defense, Forensic Science – three corps – the Special Police Corps, Traffic Police Corps, and Criminal Investigation Corps – and the Juvenile Delinquency Prevention Brigade and Women and Children Protection Brigade. By November 2010, there are 16 precincts, 156 stations, and 2 mountain checkpoints throughout the city. The official staff quota of NTPD is 11,068 people. The 2011 budget is for 7,897 people. At present, there are 7,697 police officers.

**NTPD**  
**Organization**



**Responsibilities of the divisions, offices, corps/brigades, and centers**

Administration Division	duty planning, police force deployment, standards of police operations and equipment, law enforcement against public indecency, and execution and promotion of regular administrative services
Public Order and Civil Defense Division	planning and supervision of measures for maintenance of order in public assemblies and parades; organization, training and utilization of voluntary police; wartime police work; assistance in military mobilization; organization and training of civil defense posse, and other related matters
Training Division	police training and further study; promotion of police science; planning, execution, and evaluation of counseling for police officers
Household Registration Division	planning, implementation, supervision, and evaluation of police household visitation in duty areas
Foreign Affairs Division	prevention and investigation of illegal entry of foreign nationals and foreigner-related crimes; collection and analysis of foreign affairs information; promotion of international and cross-strait police cooperation and visits; protection of important foreign visitors as well as embassies, consulates and their personnel; issuance of police criminal record certificates, and other services in relation to foreign affairs police work
Logistics Division	property management; facility maintenance and reparation; police equipment maintenance and supply, and other services related to police logistics
Secretariat	documentation; file management; custody of official seals; processing of classified documents and data; research and evaluation; cashier work; public services; matters not assigned to other divisions, offices and centers.
Inspectors' Office	police petitioning; performance evaluation; training and counseling; investigation of violations; consolation and assistance on occasions of line-of-duty injury, disability and death; improvement of work ethic of police officers; management of internal affairs and duties; supervision and evaluation of performance of members of special security service and bodyguards of high-ranking officials; and other inspection responsibilities.
Intelligence	prevention of infiltration; intelligence security education; collection

Security Office	and processing of security information, and other related matters
Legal Affairs Office	research, review, classification and compilation of police regulations; legal counseling, education and workshops; processing of national compensation applications and other related legal affairs
Public Relations Office	news release; contact with public media, representatives bodies and social groups; collection and processing of news and information; promotion of police work and measures; public services, and other public relations work
Information Management Office	planning and development of police information systems; operation, management and maintenance of computer hardware and software; information training and consultation, and other information-related matters
Accounting Office	budget, accounting, and statistics
Statistics Office	statistics
Personnel Office	personnel administration
Civil Service Ethics Office	civil service ethics and protection of classified materials
Duty Command Center	police duty command, dispatch and control; coordination and contact; public security updates; processing of 110 crime reporting and corresponding information
Forensic Science Center	crime scene investigation; evidence collection, identification and analysis; bomb disposal; image processing; identification of gas-powered guns; forensic personnel training
Civil Defense Center	civil defense planning, execution and drills; handling civil defense communications equipment; management of air-raid sirens
Criminal Investigation Corps	comprising Administration Section, Inspector Section, Prevention Section, Investigation Section, Judicial Section, Burglary Section, Economic Crime Section, Record Section, Hi-tech Crime Investigation Section, and Duty Command Center respectively in charge of crime investigation and prevention, pursuit of fugitives, elimination of organized crime, eradication of illegal guns and drugs, theft, coordinated investigation of smuggling and tax evasion,

	investigation of social economic condition, supervision of commodity price fluctuations, handling of social order violations, commanding, supervising and assisting various units in investigation of serious crimes, and free-of-charge anti-theft branding on motorcycles, bicycles and farming equipment
Traffic Police Corps	comprising Administration Section, Inspector Section, Law Enforcement Section, Traffic Incident Section, General Section, General Affairs Section, Secretary Office, and Duty Command Center respectively in charge of planning, supervision, performance evaluation, and various law enforcement tasks in relation to traffic order maintenance duties
Special Police Corps	comprising Administration Section, Inspector Section, Logistics Section, Secretary Office, Personnel Office, Accounting Office, and Duty Command Center respectively in charge of various special duties, regular guard service, temporary duty assignments, and public order maintenance
Juvenile Delinquency Prevention Brigade	comprising Prevention Section, Investigation Section, and Administration Section respectively in charge of matters related to high school dropouts, teenager counseling, juvenile crime prevention, school campus security, and crime prevention education
Women and Children Protection Brigade	comprising Investigation Section, Administration Section, and Personnel and Accounting Office respectively in charge of sexual offenses, prevention of domestic violence, prevention of child and teenager prostitution, prevention of sexual harassment, and other matters in relation to safety of women and children

### **Jurisdiction Overview:**

1. New Taipei City is part of the greater Taipei area. It borders with Yilan County in the southeast and with Taoyuan County in the Southwest and overlooks the ocean in the north. The total land area measures 2,052 square kilometers. The 126km coastline begins in the east from Mao-au Village of Gongliao District and ends at Ruiping Village of Linkou District.
2. The 29 districts of the city accommodate a total population of 3.89 million people. Commerce and industry in the county have developed rapidly and attracted large numbers of workers from other parts of Taiwan. Apartment buildings and mansions crowd the communities. In particular, Banqiao, Xinzhuang, Luzhou, Shulin, Tucheng, Yonghe, Xindian, and Xizhi are homes

to 78% of the population of the city and such high population density has also brought public security problems.

3. The transport network in the city is tightly woven, including National Highway 1, National Highway 3, Provincial Highway, East-west Expressway 64, New Taipei Peripheral Expressway, MRT, railroads, and High Speed Rail. Over three million motor vehicles travel in the city daily. There are 19 major bridges, including Taipei Bridge, as well as the Danshui, Zhonghe, Xindian, Bannan, and Luzhou MRT Lines connecting New Taipei City to Taipei City. The complex network, plus the narrow roads due to inappropriate planning in the old days and lack of parking space, traffic jams are common phenomena.
4. As the city surrounds Taipei City and around two thirds of the population comes from other parts of the island, the environment is complicated. On top of that, the drastic change in social structure in recent years and the increase of various protests and demonstrations in consequence of the financial storm not only have an impact on regular public security work but also can easily trigger public disorder or violence and cause significant social disturbances if they are not appropriately handled. Therefore, NTPD has adopted the principle of “initiating communication, making persistent contact, applying moderate measures, and taking a neutral stand” when dealing with such events.

### Services Currently Provided:

#### ◎ Official Website for Public Browsing and Service Application

The NTPD website (<http://www.police.ntpc.gov.tw>) not only provides information on the profile of the Department, news updates, statistics, Commissioner’s Mailbox service, good deeds in the society, application services, crime prevention and educative information in both Chinese and English (for foreigners residing or working in New Taipei City) but also offers a children’s version (with Mandarin Chinese pronunciation keys attached to every character for the benefit of young children) and a PDA version (for people using mobile connection). To facilitate application for the public, NTPD currently accepts online application for “Mountain Entry Permission”, “Police Handcuff and Stun Gun Exportation”, “Stun Gun Use Permission”, “Checkup on Vacant Homes”, “Initial Traffic Accident Analysis Reports”, and “Police Criminal Record Certificates”.

#### ◎ 110 Duty Command Center – Your 24-hour Protection

The Duty Command Center is the hub of police operations, command, communications, and control. The Geographic Information System (GIS) NTPD

installed in October 1999 covers all the 29 districts. Citizens can call to report crime or seek police assistance from anywhere in the city and the Automatic Number Identification (ANI) and Automatic Location Identification (ALI) functions will immediately display caller information. In 2007, NTPD also adopted the Mobile Control approach and equipped every patrol car with a GPS device to ensure the service needed can be provided within the shortest time. “The police will be there when they are needed.” It is the chief responsibility of police officers to “maintain public security and traffic order” and “provide assistance in emergencies.” 24 hours a day, the Duty Command Center (110) answers all crime reporting calls and dispatches patrols to provide the service needed. Call 110 anytime you need assistance and there will be officers at your service in no time.

◎ Assistance with Traffic-related Problems – Protection of Citizens’ Right to Travel

To maintain traffic order in New Taipei City and ensure smooth traffic and safety, traffic police officers are deployed at every major intersection during rush hours to reduce traffic congestion.

◎ “Police Criminal Record Certificate” Application

In line with the Act Governing Issuance of Police Criminal Record Certificates, NTPD accepts ROC citizens as well as foreign nationals having resided or sojourned in Taiwan to apply for police criminal record certificates. Files are run through and certificates are issued promptly. In order to simplify the application, one stop window service has been organized to accept applications via the Internet, facsimile, or mail. In addition, NTPD is also the first police department in Taiwan to adopt the policy of accepting police criminal record certificate applications at the household registration section of each precinct, and the service center at the Department is open until 8:00 pm on Wednesdays. The certificate will be issued within three days from the day after the application is turned in (not applicable to applicants who have criminal records or pending trials.) The policy has been adopted for the benefit and convenience of the public as well as to simplify the administrative procedure.

◎ Elimination of Organized Crime

In accordance with the Criminal Code, the Organized Crime Prevention Act, and related laws, NTPD makes active efforts to execute the “Zhiping Crime-fighting Program” to eliminate criminal organizations within its jurisdiction by closely screening the businesses most likely to be targets of organized crime. Victims of



organized crime are advised to report to the police by using the NTPD hotlines – Tel: (02)80725454 ex. 2169 and Fax: (02) 29608354 – or via Email: police@ntpd.gov.tw Confidentiality is guaranteed. All citizens are encouraged to make use of these channels to help fight crime and maintain public security in New Taipei City.

◎ “One Stop Window” Service for Crime Reporting

Citizens can report crime by calling 110 or visiting a nearby police station. NTPD has requested all the police officers to handle and process crime reporting with earnestness. No more concealment of crime reporting will be tolerated. All precincts accept crime reporting and are required to issue a triplicate crime reporting form to the reporter of a case determined as a criminal case. Reporters can visit the website at <http://www.npa.gov.tw> to check the progress two days after reporting. If there is no record of reporting, reporters can either leave a message in the mailbox on the website of the Criminal Investigation Bureau of the National Policy Agency at <http://www.cib.gov.tw> to report the misconduct.

◎ Free-of-charge Anti-theft Branding on Motorcycles, Bicycles, and Farming Equipment

To increase the identifiability of motorcycle components, make fencing more difficult, and thus cut off fencing channels to expedite retrieval of stolen motorcycles and reduce theft rates, NTPD has continued to provide the free-of-charge motorcycle anti-theft branding service. In addition, NTPD’s first-in-the-country free-of-charge bicycle anti-theft branding service has also led to remarkable results and is therefore popular among bicyclists. Due to the positive outcome of these two services, NTPD has also begun to offer free-of-charge anti-theft branding service for farming tools which farmers rely on to make a living but are frequently targets of theft. Citizens applying for the service are required to bring the vehicle registration for branding their motorcycles and their National IDs for branding their bicycles and farming equipment. The service is available at each police station of each NTPD precinct.

◎ Handling of Assemblies and Parades

To protect people’s rights to assembly and parade, NTPD accepts applications from individuals or groups to hold assemblies and parades but approval of such applications will be deliberated in accordance with the Assembly and Parade Act and related laws. At the same time, NTPD will abide by the principle of “protecting the legitimate and sanctioning violence,” keep a neutral stand and handle with cautions

when maintaining security and order during such activities. In accordance with Paragraph 1 of Article 9 of the Assembly and Parade Act, assembly or parade applications must be filed six days in advance to the precinct having jurisdiction. The application form can be obtained from the precinct with jurisdiction or downloaded from NTPD's website.

- ◎ Protection of Safety of Women and Children: Better a near neighbor than a distant cousin – People are encouraged to mind more than one's own business sometimes.

National Women and Children Protection Hotline: 113

NTPD Women and Children Protection Brigade's Hotline: (02) 22286033

Anyone who discovers suspicious people, matters, and evidence in relation to domestic violence, sexual offenses, and child abuse is encouraged to report to the police immediately. In order to provide women with a safe living environment, NTPD has conducted in-depth analysis of cases of crime against women. Related agencies, public organizations, and 24-hour stores within NTPD's jurisdiction are consolidated and safe routes for women have been devised to help ensure women's security. "Care-giving shops" have been designated and "patrol boxes" set up to reinforce patrolling in blind spots as well as to provide rapid crime reporting and prompt service and assistance to prevent crimes against women. The Women and Children Protection Brigade has also organized a sex offense and domestic violence prevention promotion squad to visit various public agencies, schools, kindergartens, and communities to give lectures on preventive measures. In 2010, 750 such sessions were conducted. The squad also accepts appointments to provide the service to private groups and communities. To make an appointment, call (02) 28886033 ex. 9. Domestic violence is absolutely not family affair. It is a crime. Everyone has the responsibility to report it and stop the violence. "No violence will terminate because of endurance or temporization, which always result in a vicious cycle." Your assistance is the shortcut to stop violence against women and children.

- ◎ Checkup on Vacant Homes

If your entire family is out of the country or out of town or only the elderly, women and children stay behind, you might worry about your home getting robbed or the safety of those staying home. To protect the safety of your home and family and prevent robbery, citizens of New Taipei City can call 110 or the duty command center of each precinct or apply to a police station in person for the service. NTPD will send police offices to check and ensure the safety of your home and family so that you can be away without worries.

(The 110 Crime Reporting Call System is a 24-hour service.)

◎ Mobile Police Stations

To meet certain needs in maintenance of public security and traffic order (such as in areas where theft, robbery, and traffic accidents happen frequently) or when big events take place and large numbers of motor vehicles and crowds gather in areas under the jurisdiction of NTPD, modified patrol cars with “Mobile Police Station” printed on them are dispatched to enhance police presence as well as provide services and accept case reporting. This also brings the police and civilians closer and the helps improve the image of the police.

◎ Protection for Citizens Making Large Bank Withdrawals or Deposits

For protection of personal safety and property, citizens can call 110 to apply for escort service before making large bank withdrawals or deposits to prevent robbery or theft and protect their property.

◎ Teenager Appeal Hotline – Assistance with Legal Questions and Filing of Appeals

Teenagers or their parents can call the toll-free hotline: 0800-059-595 when there are questions regarding juvenile laws or police execution of “Reinforced Juvenile Protection Measures” to seek answers or appeal.

◎ Protection of Schoolchildren Going to and out of School

In light of increasing concerns about the interests of citizens and social welfare, NTPD’s Women and Children Protection Brigade has also stepped up the protection of women and children. As the police have the responsibility to “promote the welfare of the people,” NTPD has requested all precincts to reinforce patrolling. Aside from maintenance of public security, police officers also guard the safety of children going to and out of school as well as perform other public services. Private residences, shops, financial institutions, 24-hour convenience stores, “care-giving shops,” and traffic police posts have been consolidated to draw up “School Vicinity Safe Routes” to protect schoolchildren’s safety.

◎ Missing Person Search

To provide good services and improve missing person search, when a missing person case is reported, all NTPD units are required to accept the case immediately, regardless of jurisdiction. At the same time, when processing a missing person case, police officers must be able to empathize, take immediate action, show their concern, and provide consolation. The Missing Person Unit NTPD created in 2005 is designated to conduct missing person search. So far, a large number of missing people have been found.

◎ Protection of Private Homes – Promotion of Home Safety Assessment

To protect the homes of citizens and implant the concept of theft prevention, NTPD has particularly compiled the “Home Safety Self-assessment Checklist” and other home theft prevention information for Citizens. The public can download them from the Internet or wait for the police officer responsible for the neighborhood to distribute them. Upon application, NTPD’s theft prevention consultants will contact homeowners to provide home theft prevention consultation service and related information.

◎ Posse and Voluntary Police Recruitment to Assist in Public Security Maintenance

NTPD recruits citizens between 20 and 64 years of age with a record of decent behavior to participate in civil defense and voluntary police work and assist in public security maintenance. Training is given once or twice a year to equip them with required legal knowledge and duty skills. In accordance with the specific needs of the jurisdiction, size of police force, and public security condition, each precinct will determine the amount of civilian capacity needed to assist with community watch and small area patrolling to compensate for the gaps in regular police duties and stabilize regional public security.

◎ Guided Tours in NTPD Facilities for Public Agencies, Schools and Groups

To strengthen the education on crime prevention and carry out public services to create decent police image and harmonious police-citizen relations, all NTPD units accept applications from public agencies, schools, and groups for guided tours in our facilities. The policy is aimed to bring the public closer to the police to understand police practices.

◎ Services of the Bicycle Police Brigade

New Taipei City has built an uninterrupted 150KM-long bicycle trail along the riverside parks as well as various facilities at each tourist attraction on the way. The Bicycle Police Brigade has been created to compensate for the inadequacies of motor vehicle patrols and at the same time serve as tourism police and help maintain public security. The service-oriented brigade is able to reach every spot along the trail as well as develop positive police-citizen interaction. The services the brigade provides include crime prevention, handling of incidents, maintenance of traffic order, patrolling the scenic areas, advising and assisting citizens to conduct activities at designated areas, as well as giving needed information, accepting crime reporting, and mediating disputes.

#### ◎ Services of the Mounted Police Brigade

To upgrade the mobility of the police force, diversify approaches of law enforcement, and attract tourists, NTPD established the Mounted Police Brigade in April 2003. Currently, the brigade serves only at Tamsui Fisherman's Wharf, Banqiao Station area, Left Bank of Bali, and Yingge Ceramics Street. The duty hours are 9:00 – 11:00am and 15:00 – 17:00pm on weekends and holidays. As long as the weather allows, these mounted police officers and their steeds can be seen at these places during these hours. The duties of the Mounted Police Brigade are as follows:

1. Crime Prevention: The mounted police officers patrol the above areas to look for and investigate suspicious people, actions, and objects to prevent various crimes.
2. Security Maintenance: Being on horseback gives the mounted police officers the advantages of better views and mobility. They are able to overcome topographical barriers. When these tourist areas are crowded on holidays, these advantages make the mounted police officers ideal agents to carry out crime prevention duties and protect the property and vehicles of citizens.
3. Public Services: The brigade provides people with needed information, accepts crime reporting, mediates disputes, and serves the public.
4. Order Maintenance: The brigade members admonish, prohibit, and stop actions in violation of the Statute for Road Traffic Management and Punishment, order and peace, or public decency.
5. Handling Incidents: The brigade handle cases in violation of the Social Order Maintenance Law and criminal cases upon instructions or take action directly when coming across such cases.

#### ◎ The Electronic Traffic Accident Information System

To improve handling of traffic accidents, NTPD has established the Electronic

Traffic Accident Information System to digitalize and store related data, facilitate online inquiry and application, enhance statistical accuracy, and increase effectiveness in data retrieval. Since the system was launched in 2006, documentation of all traffic accidents has been computerized. Citizens are able to apply online for traffic accident data, including traffic accident site maps, scene photos, initial analysis reports, and registered information of concerned parties. As a result, the efficiency in handling of traffic incidents has been successfully improved and related police services have become more effective.

### **Service Standards:**

- ◎ One stop window service has been set up to accept applications for police criminal record certificates, but people may also apply via the Internet, facsimile, or mail. Delegated application (letter of consignment required) is also accepted. NTPD is also the first police department in Taiwan to adopt the policy of accepting police criminal record certificate applications at the household registration section of each precinct. The certificate will be issued within three working days from the day after the application (except for applicants with criminal records or pending trials.) The administrative procedures have been simplified for the benefit and convenience of the public.
- ◎ NTPD has requested all its staff members to answer incoming calls promptly and politely. When in direct contact with citizens, police officers must speak clearly and gently, give necessary and detailed explanations to citizens, and actively provide related information.
- ◎ No matter when or where, when assistance from NTPD is needed, call 110. Help will be provided immediately to solve your problem. You may forget other phone numbers, but always remember that “110” is your protection.
- ◎ NTPD has requested all its units to take the initiative to investigate reported cases and to adopt the right attitude when providing services. Case reporters and victims must not be kept waiting for a long time or standing up.
- ◎ When receiving traffic accident reports, NTPD will immediately notify police officers on duty and they will arrive at the scene within 15 minutes.
- ◎ There are three service counters at the NTPD United Service Center of Traffic Police Corps to provide the following services: taxi license registration, application for temporary truck passes, accident inquiry, application for accident information, and counseling for traffic accidents. One stop window service has been established. A computerized waiting number calling system has been adopted and the waiting time has been shortened significantly. The average processing time per case is five minutes and the office is open during the lunch break.

- ◎NTPD has reserved five parking spaces in front of the United Service Center for taxi drivers coming for inspection of their business licenses (the parking time is limited to 30 minutes for each vehicle in order to maximize the turnover rate.) Pay parking spaces are also available in the area. Under normal circumstances, it only takes five minutes for taxi drivers to have their licenses checked.
- ◎In order to provide the citizens of New Taipei City and road users with prompt services, NTPD welcomes opinions and suggestions in relation to traffic bottlenecks and facilities in this city to help improve the traffic. The toll-free 0800-261-077 and fax (02) 2225-9997 have been installed to help solve your transportation problems or refer them to the competent agency.
- ◎Since January 1, 2004, NTPD Traffic Police Corps and all the precincts' traffic accident handling units (including the traffic police branches and the police stations) have started to accept applications from concerned parties for traffic accident records, site maps, scene photos, and initial incident analysis reports. Call (02) 2225-5999 ex. 105 for your inquiries.

### Public Information Service

- ◎To save the trouble of making unnecessary trips, people whose vehicles have been towed because of parking violations in New Taipei City can call the interactive voice response line (02) 2225-7666 or visit the website at <http://car.ntpd.gov.tw> to locate their vehicles.

### Petition and Suggestion Channels:

Citizens intending to make petitions or suggestions are required to present the petition or suggestion letter with their name, address, and petition or suggestion details. When the petition or suggestion is presented verbally, the statement will be recorded and the signature of the petitioner or suggester will be required for confirmation before the petition or suggestion can be processed.

NTPD accepts petitions and suggestions presented by mail, phone call, fax, or E-mail (to the President's Mailbox, Premier's Mailbox, Interior Minister's Mailbox, Mayor's Mailbox, National Police Agency Director-General's Mailbox, Commissioner's Mailbox, or Police Torch,) or in person, or through other agencies or media reports. The contents of petitions and suggestions may be regarding:

- ◎ Administrative changes
- ◎ Inquiries about administrative regulations
- ◎ Unveiling of administrative negligence

- ◎ Rectification of erroneous sanctions

### **Handling of Petitions and Suggestions:**

When receiving petitions or suggestions, designated personnel will register and forward them immediately to related units to be processed. All petitions and suggestions will be handled promptly and replies will be given within 3 working days. Depending on the circumstances, an interview with the presenter, a hearing, or on-site investigation may be required.

### **Future Innovative Efforts:**

NTPD will continue to review and revise outdated regulations, simplify the application and administrative procedures, shorten administrative processes, and request the entire staff to have the self-motivation to provide considerate and efficient services with passion, enthusiasm, and commitment. NTPD gives the following promises:

- ◎ Integrity:

In order to improve the image of public authorities and maintain the integrity and impartiality required of public servants, NTPD has requested its entire staff to provide active services to the public and turn down all gifts, invitations, and inappropriate favor requests to carry out their duties under the principle of “seeking no improper gains.” (Civil Service Corruption Reporting Hotline: 0800-880-958 or Mailbox: Banqiao P. O. Box 7-160)

- ◎ Transparency and Effectiveness:

NTPD has simplified the administrative procedure, process flow, application forms, and document requirement. The “Standard Processing Time for Applications from Legal Persons or Groups” and the “Standard Operating Procedure” have been compiled and posted on our website.

- ◎ Activeness and Cordiality

All NTPD precincts and police stations have desks and chairs designated for case reporters. In order to improve our service quality and promote the relationship between the police and the public, we have improved our facilities, service measures and the office environment and requested our staff to extend hospitality to visitors. NTPD urges all unit supervisors to inspect the premises constantly to ensure good and prompt services are provided. Through NTPD’s website, public security meetings,



police service stations, and public media, we continue to remind ourselves of further improvements that are required and make the public understand the services we provide.

NTPD has applied the ISO management system and made public security, traffic order maintenance, and quality service the top priorities throughout the Department. Through the efforts to obtain ISO certification, all operations and services are carried out in accordance with established standard procedures and documented. 15 precincts already completed the ISO certification in 2005 and NTPD has continued to audit and review the work of all subordinate units to ensure the targets of quality management and performance are achieved.

**Vision of NTPD:**

Abiding by the concept that “public services are endless tasks,” NTPD repeatedly reminds the entire staff that the essence of police work is to “reinforce social order” and “serve the people.” Despite the efforts our police officers have made to maintain public security and traffic order, public surveys continue to reveal that the citizens generally find the results dissatisfactory. However, it is comforting that, in addition to solving major criminal cases, the overall services often win positive responses and praises from the public. Therefore, “service” remains the ultimate guideline and every unit of NTPD is able to recognize this is the goal in police work. All operations and services have to be carried out with systematic thinking and practices through the procedure of investigation, planning, analysis, execution, review, and modification in order to achieve satisfactory results. The overall image of the police should never be tainted by hasty planning that leads to failure and complaints from the public. All members of NTPD ought to execute their assignments with calmness, steadiness, momentum, and determination to give the positive image of being cordial, kind, enthusiastic, and efficient to win the hearts of the people and establish fine police culture focused on value and dignity.

**Afterword:**

NTPD is sincerely grateful for your encouragement over the years. It has enabled us to continue to grow. Maintenance of public security and traffic order is always the primary objective of our efforts. Your support and reassurance is the source of our morale. We look forward to your valuable opinions and we will improve our services accordingly and work on better relations between the police and the people.

Appendix

Phone numbers and addresses of NTPD units for crime reporting and service application

Unit	Crime Reporting and Service Phone Numbers	Address
New Taipei City Police Department (NTPD)	02-80725454	No. 32, Fuzhong Road, Banqiao District, New Taipei City
NTPD Duty Command Center	02-29660251 02-29660252 02-29660253	No. 32, Fuzhong Road, Banqiao District, New Taipei City
Criminal Investigation Corps	02-80725454 ex. 2169、2179 02-2272-0220	No. 32, Fuzhong Road, Banqiao District, New Taipei City
Traffic Police Corps	02-80725454 ex. 2192-6 02-22255999 ex. 9 02-22259995 ex. 9	4F, No. 1167, Zhongzheng Road, Zhonghe District, New Taipei City (Police Building)
Special Police Corps	02-80725454 ex. 2152-3 02-22252620 ex. sections	2F, No. 1167, Zhongzheng Road, Zhonghe District, New Taipei City (Police Building)
Juvenile Delinquency Prevention Brigade	02-22665750 02-22665710	5F, No. 22, Heping Road, Tucheng District, New Taipei City
Women and Children Protection Brigade	02-80725454 ex.3043-4 02-22286032	8F, No. 1167, Zhongzheng Road, Zhonghe District, New Taipei City (Police Building)
Banqiao Precinct Duty Command Center	02-29699512 02-29681800	No. 52, Section 1, Wunhua Road, Banqiao District, New Taipei City
Haishan Precinct Duty Command Center	02-29640322 02-29640323	No. 195, Hansheng E. Road, Banqiao District, New Taipei City
Xinzhuang Precinct Duty Command Center	02-22766297 02-29924034	No. 150, Zhongzheng Road, Xinzhuang District, New Taipei City
Sanchong Precinct Duty Command Center	02-89818900 02-89819908	No. 147, Section 3, Chongxin Road, Sanchong District, New Taipei City
Zhonghe First Precinct Duty Command Center	02-22456227 02-22498950	No. 30, Yuantong Road, Zhonghe District, New Taipei City
Zhonghe Second Precinct Duty Command Center	02-22211920 02-22211921	No. 150, Min-an Street., Zhonghe District, New Taipei City

Yonghe Precinct Duty Command Center	02-29213119 02-29213887	No. 198, Zhulin Road, Yonghe District, New Taipei City
Xindian Precinct Duty Command Center	02-29111170 02-29110041	No. 86, Section 1, Beixin Road, Xindian District, New Taipei City
Luzhou Precinct Duty Command Center	02-22810555 02-22810140	No. 609, Sanmin Road, Luzhou District, New Taipei City
Tucheng Precinct Duty Command Center	02-22665937 02-22665929	No. 22, Heping Road, Tucheng District, New Taipei City
Shulin Precinct Duty Command Center	02-26812101 02-26812102	No. 283, Section 1, Bao-an Street, Shulin District, New Taipei City
Danshui Precinct Duty Command Center	02-26212069 02-26224330	No. 229, Zhongzheng Road, Tamsui District, New Taipei City
Xizhi Precinct Duty Command Center	02-26412610 02-26412642	No. 1, Minsheng Street, Xizhi District, New Taipei City
Sanxia Precinct Duty Command Center	02-26738531 02-26711796	No. 48, Section 1, Zhongzheng Road, Sanxia District, New Taipei City
Jinshan Precinct Duty Command Center	02-24986532 02-24986544	No. 65, Minsheng Road, Jinshan District, New Taipei City
Ruifang Precinct Duty Command Center	02-24062602 02-24062603	No. 25, Section 3, Mingdeng Road, Ruifang District, New Taipei City

### **Notes to Concerned Parties of Traffic Accidents:**

1. For injury, disability, or death caused by traffic accidents, excluding single-vehicle accidents and cases resulted from the victim's intentional or criminal behavior (such as driving under the influence of alcohol,) the victim or his/her heir may apply for insurance benefits or compensation. The procedure is simple and there is no need to commission an agent to process the application at a fee. The headquarters or branches of insurance companies or the Motor Vehicle Accident Compensation Fund (0800-565-678) can be contacted for needed information. To find out whether the perpetrator has taken compulsory automobile liability insurance for his/her vehicle and the name of the insurer, inquire the Taiwan Insurance Institute (Tel: 02-2321-8167, Fax: 02-2321-9134). A photocopy of the accident record will be required. To speed up the process and get better insurance benefits of compensation, the insured or the victim or his/her heir is required to present the information regarding the concerned parties, time, location, and details of the accident in writing to the insurance company.
2. The concerned parties or interest parties of traffic accidents may visit a NTPD precinct (or the handling unit) during office hours seven days after completion of accident site investigation to inquire about the result as well as apply for access to accident site maps and scene photos. In addition, 30 days after the accident, the said parties can also apply to NTPD's Traffic Police Corps for the Initial Traffic Accident Analysis Report. The applicants are required to pay certain fees for the materials.
3. The Online Information Service website of New Taipei City Police Department for traffic accident document application is <http://www.police.ntpc.gov.tw/> [Currently service is opened to application for documents for A1 and A2 accidents only. Application for documents for A3 accidents has to be done in person at the service counter of NTPD's Traffic Police Corps (Address: 1F, No. 1167, Zhongzheng Road, Zhonghe District, New Taipei City). Application by phone is also accepted. To apply, call 02-2225-5999 ex. 105, the Traffic Police Corps' special line for traffic accident document application.
4. For vehicle damage or property loss, the concerned parties will have to reach settlement on their own or apply to the civil division of a district court for mediation or arbitration. (Police agencies neither accept nor interfere with civil compensation settlement).
5. For accidents involving injury, the victim may file a criminal lawsuit against the

perpetrator with the Criminal Investigation Brigade of the precinct with jurisdiction or to the District Prosecutors' Office (civil action may be attached) within six months after the accident. The concerned parties have to reach settlement on civil compensation on their own or apply to the mediation committee of a district administration office for mediation or apply to the civil division of a district court for arbitration.

6. The concerned parties of an accident may apply within 6 months after the accident to New Taipei City Traffic Accident Appraisal Committee (Address: No. 7, Lane 248, Zhongzheng Road, Shulin District, New Taipei City; TEL: 02-26885681) for appraisal.

7. For accidents involving military vehicles, contact the local military police agency.

8. Individuals with questions about their traffic tickets may file petitions with the traffic adjudication office (or motor vehicles office or station) with the jurisdiction or present a statement of objection to the court for arbitration.