

NOTE

Recently, with the surge of foreign visitors to Japan, there is growing concern that foreigners who are unfamiliar with the Japanese language or customs may encounter trouble or be involved in accidents or incidents.

Therefore, the National Police Agency (NPA) summarized measures that currently need to be addressed in an effort to appropriately and promptly respond to reports concerning urgent cases and consultations from foreigners, and to ensure that foreigners in Japan can feel equally as safe as Japanese citizens. On January 28, 2016, an official notice, “Responding to the Surge of Foreign Visitors to Japan”, was released by the NPA instructing police nationwide to work on the described measures.

The following is a provisional translation of this official notice to be used solely as reference material to aid in the understanding of the original Japanese version.

For accurate information, you should consult the original Japanese version at

URL: www.npa.go.jp/pdc/notification/kanbou/soumu/soumu20160128.pdf

Provisional Translation

January 28, 2016

Translated by the National Police Agency

Responding to the Surge of Foreign Visitors to Japan

In 2013, the number of foreign visitors to Japan reached a record-breaking 10 million. With the number nearing 20 million in 2015, it continues to increase rapidly as the 2020 Tokyo Olympic and Paralympic Games approaches. Based on the policies of the government’s Japan

Revitalization Strategy, the number of foreign human resources in Japan is expected to further increase.

Measures on ensuring smoother communication with foreign visitors, easier understanding of the Japanese police system and its procedures, and strengthening the foundation for such police activities have been put together to develop an environment where foreign visitors can feel the good public security in our country, which aims to Make Japan the Safest Country in the World. In order to effectively advance such measures, the National Police Agency requests each prefectural police to make efforts to designate a division in charge of this task and that division to take on the central role of coordinating with other departments.

Measures to be implemented are as follows:

1. Smoother Communication with Foreigners

Endeavor to develop a system that responds to reports concerning urgent cases and various notifications from non-Japanese speakers, and promptly handle the matter.

(1) Utilizing materials, resources, and tools to facilitate communication

When non-Japanese speakers visit Koban or other facilities with reports concerning urgent cases and various notifications, endeavor to use tools such as “point and speak” communication boards and basic conversational phrase books required for first response, as well as to use tools with translation features at places including Koban where foreigners often visit.

(2) Developing a system to receive notifications and consultations from foreigners collectively by stationing police officers with foreign language abilities.

(a) Endeavor to develop a system that responds to reports concerning urgent cases and various notifications from foreigners collectively or responds to various referrals and consultations by placing police officers with foreign language abilities at police stations and Koban in the jurisdictions of renowned tourist areas, downtown areas, and entertainment districts where there are many opportunities of serving foreign visitors.

- (b) In developing the system indicated in (a), consider sending officers with foreign language abilities to other police stations or Koban where foreigners visit, when the situation is deemed appropriate.
 - (c) Consider setting up a temporary Koban capable of responding in foreign languages in the vicinity of the tourist areas during the high season of foreign visitors to Japan.
- (3) Three-way Calling System for 110 Emergency Calls
 - Make efforts to coordinate with the communications command divisions and interpreter operation divisions in strengthening the structure to respond promptly and appropriately to 110 Emergency Calls from non-Japanese speakers, and to further utilize the three-way calling system.
- (4) Foreign Language Call Centers
 - In order to respond to reports concerning urgent cases and various notifications from non-Japanese speakers, the police will consider utilizing foreign language call centers operated by local public bodies or private sectors to supplement the interpretation service system of all prefectural police.
- (5) Enhancement of the functions and mutual cooperation of prefectural police interpretation centers
 - (a) Develop a system in which the section in charge, having centralized control of operating interpreters in each prefectural police headquarters (hereinafter “Interpretation Center”), can select and arrange interpreters promptly and appropriately at any hour of the day. Efforts will especially be made on establishing a nighttime and holiday shift system by creating a duty roster, which will indicate the interpreter on duty and person in charge, to avoid any gaps in arranging interpreters. The interpretation center will also endeavor to facilitate cooperation between the division in charge of criminal cases and the division where in-house interpreters are stationed so that interpreters will be utilized smoothly.
 - (b) Establish an effective cooperative structure by determining the method of communication between respective interpretation centers in advance, so that mutual cooperation can be facilitated

in regard to arranging interpreters cross-jurisdictionally between prefectural police (including telephone interpreting).

(6) Implementation of Operational Readiness Training

In order to enhance readiness for cases related to non-Japanese speakers, with the cooperation of foreigners, the police will conduct training by utilizing communication support materials, equipment, telephone interpreting and other tools in responding to on-site cases involving foreigners.

2. Easy-to-Understand Police System and Procedures

Endeavor to ensure easy-to-understand police system and procedures by boosting the use of foreign languages in responding to lost and found reports, providing information on crime prevention and disaster prevention, and improving the environment in which non-Japanese speakers can receive information regarding the Japanese police.

(1) Responding in foreign languages to various procedures such as receiving lost and found reports

Make efforts to provide foreign language translations in lost and found reports and various notifications, as well as improving related manuals for foreigners.

(2) Foreign languages relating to driver's tests

Endeavor to use foreign languages for driver's tests and when drivers switch from foreign driver's license to Japanese driver's license. In addition, use foreign language driver's manuals at the time of driver's license renewal. In regard to simplifying confirmation when switching from foreign driver's license to Japanese driver's license, the police will consider the matter based on requests from foreign countries.

(3) Providing information to facilitate understanding of criminal procedures

(a) Make efforts to develop and utilize foreign language explanatory material to smoothly provide guidance on information such as criminal procedures and the public defender system to foreigners.

(b) Make efforts to develop and utilize foreign language explanatory material to smoothly provide guidance on the traffic violation

penalty system to foreign traffic violators.

- (c) Endeavor to ensure the distribution of the Brochure for Crime Victims prepared and distributed by each prefectural police based on the actual situations, while improving and revising the contents as necessary.
- (4) Provision of information conducive to crime prevention and disaster prevention
- (a) Promote the provision of information conducive to crime prevention and disaster prevention in foreign languages. In addition, in the event of a large-scale disaster, endeavor to provide evacuation information in foreign languages in line with the situation.
 - (b) Regarding on-site large-scale crowd control, endeavor to utilize the digital boards that display foreign languages, as well as stationing personnel capable of foreign languages to publicize accident prevention and other measures in foreign languages.
- (5) Provision of information conducive to understanding the Japanese police
- Consider posting information in foreign languages on the website of the National Police Agency and the respective prefectural police so non-Japanese speakers, can properly understand the police system and police activities. Dispatching information in foreign languages through various types of media including SNS will be considered.
- (6) Displaying foreign languages on police facilities, vehicles and clothing
- (a) At police facilities such as police stations and Koban where services are provided at windows, display guidance in foreign languages for non-Japanese speakers.
 - (b) Write the names of police vehicles that have activities on the streets such as wireless patrol cars, four-wheeled vehicles for traffic enforcement, and crash response trucks (accident service car), as well as police uniforms and equipment.
- (7) Developing easy-to-understand traffic safety facilities for foreigners
- As a result of studies by NPA on developing easy-to-understand road signs for foreigners, including those in foreign languages, development of the traffic environment in consideration of foreigners

will be promoted in each prefectural police.

3. Developing a Basis

In addition to securing interpreters and enhancing their skills, efforts will be made to develop a basis to continuously respond to the increasing number of foreign visitors by strengthening cooperation with related organizations and bodies.

(1) Securing interpreters and enhancing their skills

- (a) Prefectural police will work to accurately grasp the demands for interpretation by language, screen well-qualified persons to enter the international interpretation centers, and conduct original interpretation training programs for in-house interpreters if necessary, as well as making efforts to secure interpreters by increasing commission of outside interpreters. For those who are appointed as in-house interpreters, efforts will be made to provide systematic training as well as due treatment based on merit.
- (b) Grasp the accurate language ability of interpreters, and endeavor to enrich education by maintaining and enhancing skills in line with the actual situation of each prefectural police. This will be done by providing opportunities such as assigning or sending personnel to prefectural police for retraining and for training at prefectural police that have high demands for interpreters.

(2) Enhancing understanding of various cultures, religions, etc.

Foreigners from various cultures visit Japan. In order to facilitate smooth communication, the understanding of different cultures, religions, and other factors will be cultivated through in-house education.

(3) Strengthening cooperation among related organizations, bodies, and the foreign community

- (a) Efforts will be made to build a cooperative system on a regular basis through mutual contact channels with tourist information offices and guides in addition to related organizations, bodies, and the foreign community on a regular basis. By doing so, consultations from foreigners would be understood properly. In cases where it is considered appropriate to have such

consultations handled by other bodies, it would be handed over in a prompt and appropriate manner.

- (a) By enhancing coordination with the foreign communities in areas where there are many foreign residents, efforts will be made to understand their requests and prevent them from becoming involved in crimes or troubles that occur from language and lifestyle differences.